UNITED
NATIONS

TD

United Nations
Conference
on Trade and
Development

Distr.
GENERAL

TD/B/WP/110/Add.1
20 October 1998

ENGLISH ONLY

TRADE AND DEVELOPMENT BOARD
Working Party on the Medium-term Plan
and the Programme Budget
Thirty-second session (resumed)
14 December 1998
(Agenda item 4)

IN-DEPTH EVALUATION OF UNCTAD'S TRADE POINT PROGRAMME

Prepared by an independent evaluation team:
PriceWaterhouseCoopers
Ms. Nathalie Floras
Mr. Alejandro Rogers

ANNEXES

		Page
Annex 1:	Terms of Reference for the in-depth evaluation of UNCTAD's Trade Point Programme	3
Annex 2:	Methodology utilized in the evaluation of the Trade Point Programme	6
Annex 3:	Synthesis of the mandate for the Trade Point Programme	9
Annex 4:	Work plan for the establishment of a Trade Point ...	18
Annex 5:	Potential approaches to knowledge management within the GTPN	24

GE.98- 52184

ANNEXES (continued)

		Page
Annex 6:	Summary of major private sector trade-related electronic commerce initiatives	26
Annex 7:	Summaries of Trade Point site visits and meetings with representatives of permanent missions in Geneva	28
Annex 8:	Trade Point directors survey results	31
Annex 9:	Government survey results	46
Annex 10:	Summary of donor funding for Trade Point Programme technical assistance	56
Annex 11:	List of field missions conducted by the Geneva-based staff of the UNCTAD secretariat concerning the Trade Point Programme	58
Annex 12:	List of Trade Points (based on the UNCTAD secretariat list)	60

Annex 1

TERMS OF REFERENCE FOR THE IN-DEPTH EVALUATION OF UNCTAD'S TRADE POINT PROGRAMME

A. Background

1. The Trade Point Programme was launched in 1992 at UNCTAD VIII, as a core component of UNCTAD's Trade Efficiency Initiative. The main objective of the Programme was to assist small and medium-sized enterprises (SMEs) to take full advantage of global trading opportunities using information technologies and, generally, to improve the capacity of developing countries to compete in global markets.

2. Three main stages could be identified in the implementation of the Programme:

(a) The testbed period, which began at UNCTAD VIII, involved the setting up of 16 pilot Trade Points;

(b) The launching of the concept of the Global Trade Point Network (GTPNet) aimed at interconnecting Trade Points around the world at the 1994 United Nations International Symposium on Trade Efficiency (UNISTE); and

(c) The initiation of the movement "from contacts to contracts" once the appropriate technical solutions are in place, allowing enterprises to conduct electronic commerce on an open but secure network, at the 1996 Executive Symposium on Trade Efficiency, a parallel event to UNCTAD IX.

3. The UNCTAD secretariat's role was essentially to anticipate developments in information technology and their impact on trade, to conceptualize such developments and make them operational, to provide advice to developing countries wishing to establish Trade Points (in particular for the setting up of pilot Trade Points), to make institutional recommendations to improve the interaction among Trade Points, and to bring to the attention of Governments the evolutions in information technologies and their impact on the operation of Trade Points. The effective setting up of Trade Points relied to a large extend on local initiative and support.

4. In 1997, there were 136 Trade Points at various stages of development in all regions of the world, in both developing and developed countries.

B. Purpose and scope of the evaluation

5. At its twenty-fourth session, the Working Party on the Medium-term Plan and the Programme Budget decided *inter alia* that at its subsequent sessions the UNCTAD secretariat should present an in-depth study on a technical cooperation programme selected by the Working Party in collaboration with the secretariat, which would allow the Working Party to better evaluate the programme, recommend follow-up action and enhance UNCTAD's comparative advantage. The current evaluation is being undertaken in accordance with the recommendation of the thirtieth session of the Working Party, subsequently endorsed by the Trade and Development Board, that the Board should Aconsider an in-depth evaluation of the Global Trade Point Network at the thirty-second session of the Working Party in 1998 dealing with technical cooperation.[1] Further, the Commission on Enterprise, Business Facilitation and Development, at its second session, agreed that, a rapid external evaluation of the Trade Point Programme should be carried out as soon as possible in order to allow

[1] TD/B/45/4-TD/B/WP/105, Annex I, para. 13.

the secretariat to adjust and refine its work in this important area. Potential donors are encouraged to contribute to the financing of such an exercise.[2] Thus, the study will be a thematic one, focusing on the examination of the Programme in terms of its relevance, effectiveness and impact in the context of its major objectives. The evaluation will be made available to the Commission as a background document and considered in detail by the Working Party.

6. The study will take into account that the programme of the International Trade Centre UNCTAD/WTO (ITC) on support to business information services within the framework of UNCTAD's Special Programme on Trade Efficiency will be evaluated in 1998 and, in that light, the complementarities between the two evaluations should be fully exploited.

C. Issues to be covered

7. The in-depth evaluation should:

(a) Consider whether the Programme concept and design were appropriate in the institutional and commercial environment existing at the time of its launching as well as in achieving its objectives, and identify factors which may have facilitated or impeded the achievement of those objectives;

(b) Review the status of Trade Points and of the Global Network of Trade Points, the stage of their development, their institutional and legal characteristics, the services provided to the business community, the degree of interconnectivity; review the effectiveness of the electronic trading opportunity (ETO) system; detail UNCTAD's contribution to the development of the Programme; and identify major shortcomings in the development of Trade Points and prospects for the future;

(c) Study the results and impact of the Programme, in particular on development, taking into consideration the views of the operating Trade Points, the beneficiaries of their services and donors. Particular attention should be given to the influence of the evolution in information technologies on the results and impact of the Programme and the degree of adaptation of the Programme to this evolution;

(d) Record any significant lessons that can be drawn from the experience of the Programme and its results;

(e) Assess the impact of the expansion of the Internet on the operation of Trade Points, and review the impact of the most recent developments in commercial software for electronic commerce of relevance to the Programme;

(f) Examine the relationship between the Programme and other programmes within and outside the United Nations system;

(g) Be forward-looking, and, on the basis of the lessons learned in particular on the issues identified above, make recommendations on the strategy and priorities of the Programme so as to maximize its benefits, the interface with other related programmes, the distribution of responsibilities between UNCTAD and the countries establishing Trade Points and the resource requirements to ensure the Programme's sustainability and related institutional aspects.

D. Evaluation team and reporting

8. The in-depth study will be conducted by a high-level independent team. The team should include at least one expert on international trade and one on

---

[2] TD/B/45/3-TD/B/COM.3/11, Annex II, para. 18.

information technology related to trade. At least one member of the team should have a good knowledge of French. The team will be complemented by two additional members who will deal with specific tasks. The latter should be knowledgeable about the Trade Point Programme, familiar with UNCTAD programmes and its programme, planning and assessment procedures, and be constantly involved in the work of UNCTAD intergovernmental bodies. The study will draw on findings from evaluations and assessments conducted so far. The team will work under the methodological guidance of the Programme, Planning and Assessment Unit (PPAU). The team, in consultation with PPAU, will design, as appropriate, a questionnaire to be sent to selected, representative Trade Points (representative both geographically and in terms of their degree of development), in order to receive additional qualitative and quantitative information. Field missions should be organized as appropriate (a minimum of four and a maximum of 10), in close interaction with the ITC evaluation.

9. The evaluation will be undertaken over a period of three months, from June to mid/end August 1998. The report should be within the space limit of a normal UNCTAD document (not more than 16 single-spaced pages), together with an annex providing supplementary information.

10. The report of the team will be presented for consideration to the Working Party at the second part of its thirty-second session. It will also be made available, as a background document, to the third session of the Commission on Enterprise, Business Facilitation and Development. PPAU will coordinate and present to the Working Party, and as appropriate to the Commission, any comments the UNCTAD secretariat may wish to make on the report.

Annex 2

METHODOLOGY UTILIZED IN THE EVALUATION OF THE TRADE POINT PROGRAMME

1. After a number of internal assessments of the Trade Point Programme, the secretariat was requested to provide a rapid external evaluation of the Trade Point Programme (see annex 1, above). This evaluation focuses on the effectiveness of the programme in meeting its objectives - particularly with respect to supporting trade involving least developed countries and SMEs in general. The data-gathering and analysis effort was comprised of four major elements, as follows.

A. Interviews with the secretariat officials and review of previous Trade Point Programme assessments, and related background information

2. The evaluation team conducted interviews with the management of the Trade Point Programme, the Trade Point coordinators, and staff involved with the Programme and related initiatives, including TRAINFORTRADE, ASYCUDA (Automated System for Customs Data) and DMFAS (Debt Management and Financial Analysis System).

3. The Team also reviewed the entire mandate of the Trade Point Programme, as well as previous reviews of the Programme and individual Trade Points conducted by the secretariat. Background information reviewed included: (a) the official documents produced by the Ad-Hoc Working Group on Trade Efficiency, the Trade and Development Board and its Commission on Enterprise, Business Facilitation and Development; (b) proceedings of meetings of Trade Point directors; (c) Trade Point-related documents and reports produced by the secretariat; and (d) previous surveys of the Trade Point directors and ETO users. The purpose of this desk research was to provide the evaluation team with historical information concerning the development of the Global Trade Point Network as well as to identify key issues and constraints already addressed in previous evaluations.

B. Survey of Trade Point directors and Governments

4. The survey of Trade Point directors was designed to obtain updated information on the status and capabilities of individual Trade Points, and their views on key issues such as the development of a Trade Point federation, as well as an assessment of the information resources, services and technical assistance provided by the secretariat. The surveys were sent by e-mail, fax or airmail to all operational Trade Points as well as those under development or in the feasibility study stage. Directors had the option of responding by fax, airmail, e-mail or through an online questionnaire on a PricewaterhouseCoopers web site. The results of the survey are presented in Annex 8.

5. The paper-based survey of Governments was sent to all missions and sought to obtain Governments' views on the impact and effectiveness of the Trade Point Programme as well as corroborative information on Trade Points under development within their countries. The results of this survey are summarized in Annex 9.

C. Site visits or telephone interviews with selected Trade Points, governmental organizations and mission representatives of UNCTAD member States, national and multilateral development agencies, business associations and Trade Point clients

6. The objectives and scope of these activities are summarized below.

(i) Trade Points, government trade agencies and selected clients

7. Site visits to 14 Trade Points in 10 countries were conducted by the evaluation team, which also included meetings with government trade officials and representative clients of the Trade Points. The objective of these visits was to obtain a first-hand assessment of the operational capabilities of the Trade Points and to review financial, marketing, information technology and telecommunications issues and constraints. The evaluation team also met with selected clients to obtain an understanding of the effectiveness of the Trade Points in meeting their needs. In addition, government trade officials were interviewed to obtain their perspectives on the Trade Point Programme and the degree of success achieved by their local Trade Points.

8. The Trade Points visited were selected so as to provide a cross-section by region, level of development and technological sophistication, as well as organizational form. The selection criteria and summary of site visits are presented in Annex 7. To ensure consistency in data collection, detailed questionnaires for these interviews were prepared in advance of the site visits.

9. In addition to the site visits, the evaluation team also interviewed a number of other Trade Point directors by telephone and reviewed the web sites operated by several Trade Points.

(ii) Representatives of permanent missions in Geneva

10. The evaluation team met with representatives from 13 missions to assess their satisfaction with the performance of the Trade Point Programme in the context of their national trade development objectives as well as the quality and level of support provided by the secretariat to their Trade Points. The list of mission representatives interviewed is presented in Annex 3.

(iii) **National and multilateral development agencies and business associations**

11. A number of development organizations and business associations with related or overlapping activities in the areas of trade facilitation and electronic commerce were interviewed by the evaluation team. In some cases, detailed information on their programmes was obtained through their web sites. Organizations contacted included the World Bank, the Multilateral Investment Guarantee Agency (MIGA), the United States Agency for International Development (USAID), ITC, the World Trade Centres Association and the G7 SME Initiative. Telephone interviews were conducted to assess the level of their collaboration with the Trade Point Programme and to identify potential future opportunities for cooperation and resource-sharing.

D. Evaluation of Trade Point-related technology and telecommunications initiatives

12. This analysis focused particularly on the ETO system and the proposed SEAL (Secure Electronic Authenticated Link) initiative, for the purpose of assessing their development effectiveness and impact on the Global Trade Point Network. This review involved extensive discussions with the secretariat, the United Nations Trade Point Development Centre (UNTPDC) and with selected private and public sector organizations involved in these initiatives. The evaluation of the SEAL initiative

took note of the proposed technology configuration and issues of open standards and accessibility for users worldwide.

13. The Trade Point Programme evaluation took into consideration a parallel review being undertaken by ITC. The evaluation team had several conversations and information exchanges with its ITC counterpart. However, the timing of the two assessments was such that a complete set of the conclusions and recommendations from the ITC team was not yet available at the time evaluation team was required to make its report, although some of their preliminary findings and conclusions are reflected in this document.

14. The evaluation was also complicated by the fact that the field work had to be accomplished within a very short timeframe and during the traditional summer holiday period within many of the subject countries.

Annex 3

SYNTHESIS OF THE MANDATE FOR THE TRADE POINT PROGRAMME

A. UNCTAD VIII, Cartagena de Indias, Colombia, February 1992

1. The initial direction for the Trade Point Programme first appears in the Cartagena Commitment "A New Partnership for development" (TD/364/Rev.1), paragraphs 79 and 156 to 161, as follows:

- *Paragraph 79*: "The Conference requests the Board … to establish … ad hoc working groups to deal … with [inter alia] Trade efficiency …"

- *Paragraph 156:* "New techniques in international trade transactions and procedures are capable of producing substantial time and money savings in such transactions and procedures. These result in new trade links involving all regions of the world. Benefiting from these techniques requires a truly universal use of EDI. UNCTAD programmes should give special attention to the integration of countries and regions less advanced in this process …"

- *Paragraph 157*: "The Conference requests the Secretary-General of UNCTAD to initiate consultations with member States so as to establish an expert group on trade efficiency … This group will report regularly to the Trade and Development Board on the progress of its work … The group will be responsible for producing guidelines needed to take concrete steps towards trade efficiency at the national and international levels [and] will also identify and formulate the elements necessary to the promotion and implementation of such guidelines, focusing on their legal, technical, procedural and institutional components …". Reference is also made to the inclusion of the private sector's expertise and taking into account work by other United Nations organizations.

- *Paragraph 158*: "The culmination of these efforts of the expert group should be an international symposium on trade efficiency, to be held in 1994. This event should reinforce international discussion on the promotion of harmonized national and regional infrastructures for trade and trade efficiency … giving priority to ways and means of promoting the participation of small- and medium-sized enterprises in international trade."

- *Paragraph 159*: "… Transparency in trade-related information should be fostered … to access publicly available market information."

- *Paragraph 160*: "UNCTAD should continue to strengthen its analytical and technical cooperation work in the area of trade efficiency, including through experiments carried out jointly with the private and public sectors of pilot countries".

- *Paragraph 161*: With regard to the use of information technology, "Countries are urged to continue [their] efforts, especially in areas of trade facilitation..."

Results achieved

2. The Ad Hoc Working Group on Trade Efficiency was established and met three times (in November 1992, November 1993 and May 1994). The United Nations International Symposium on Trade Efficiency (UNISTE) was held in October 1994 in Columbus, Ohio.

B. Ad Hoc Working Group on Trade Efficiency

3. In its decision 398(XXXVIII), taken at its thirty-eighth session, held from 21 April to 7 May 1992, the Trade and Development Board established the terms of reference for the Ad Hoc Working Group on Trade Efficiency. Those terms included: "To identify areas in which technical cooperation could be necessary in trade efficiency-related areas, with special regard to trade facilitation activities and the establishment of Trade Points, and possibilities to create new trade links thereby ..." (paragraph 3).

First session of the Ad Hoc Working Group

4. The Ad Hoc Working Group, at its first session, in May 1992, agreed on a programme of work (see document TD/B/WG.2/4, annex II) divided into six areas: information flows, facilitating trade, 1994 symposium, the role of Governments, Trade Points and technical assistance. The last three areas of the work programme are relevant to this evaluation, as follows:

(a) Working towards trade efficiency: role of Governments

(i) Study ways to improve the legal, regulatory and administrative environment for national trade efficiency;

(ii) Develop a recommendation for model laws to support electronic commerce; and

(iii) Examine how the interface between Government and the private sector and regulatory aspects of sectoral linkages can satisfy the trade efficiency requirement.

(b) Trade Points

(i) Establishment of a pilot trade point programme (pilot trade points were selected by the Secretariat using the criteria of geographical distribution);

(ii) Evaluate the pilot trade point programme (interim report) and efficiency in the use of UNCTAD assistance; and

(iii) Develop recommendations for a future trade point programme's functionality, set-up, operations, training and funding.

(c) Technical assistance

(i) Training of national experts in trade facilitation and electronic data interchange (EDI);

(ii) Establishment of national trade facilitation organizations;

(iii) Expert advice with specific EDI implementation problems;

(iv) Development of suitable programmes for technical assistance; and

(v) Facilitation of workshops and 1994 symposium (the purpose of the workshops was to prepare for the Columbus Symposium).

Although the term "trade point" is used, it is not formally defined in this document.

Results achieved

5. At its third executive session, on 27 April 1993, the Trade and Development Board took note of the Ad Hoc Working Group's report and adopted its work programme.

6. Pilot Trade Points were established in 16 countries between 1992 and 1994. The selection of countries was made by the secretariat on the basis of geographical balance. The "First evaluation of the Trade Point Programme, interim report : Note by the secretariat" was presented to the following session of the Ad Hoc Working Group

Second session of the Ad Hoc Working Group

7. The Ad Hoc Working Group, at its second session, in November 1993, adopted the Chairman's summary which included:

(a) Report on Trade Point status;

(b) Observations concerning the role of Trade Points in supporting national economic policies;

(c) Recommendations by Trade Point directors (best practices to support the effective creation of Trade Points); and

(d) Issues requiring further consideration as presented by member States (these issues were submitted for examination to the informal working group in 1995/1996).

8. The secretariat also submitted a document entitled "Trade Point: Concept and implementation". It was not officially approved but its content is partially reflected in the issues requiring further consideration.

Results achieved

9. At its executive session, the Trade and Development Board took note of and approved the report of the Ad Hoc Working Group.

10. Feedback was given by 22 member States on Trade Point implementation, positive remarks were made on supporting national policies, reforms and liberalization, and a document entitled "First evaluation of the Trade Point Programmme, interim report: Note by the secretariat" (TD/B/WG.2/7 and add.1) was presented to the Working Group and discussed during informal consultations.

Third session of the Ad Hoc Working Group

11. At its third session, in May 1994, the Ad hoc Working Group addressed the following issues:

(a) The Government's role in trade efficiency: this was part of the agenda but was discussed in a separate workshop for which there is no official record;

(b) Progress on implementation of the Trade Point Programme; and

(c) Consideration of "Guidelines on key sectors for trade efficiency", which draw from the compendium presented and discussed at the meeting of the Ad Hoc Working Group of 1993, and adopted at UNISTE as recommendations for adoption by Governments, international and national organizations and enterprises.

12. According to the secretariat, "the three main objectives of trade efficiency were to lower transaction costs, to enhance participation in international trade and to promote best trade practices. And Trade Points would help make it possible to assess the field value of the measures considered to achieve these objectives. A Trade Point was a combination of three components, namely, a trade facilitation center, a trade information center, and a gateway to global networking".

Results achieved

13. Nearly 50 Trade Points had been established by May 1994.

14. At the resumed second part of its fortieth session, held from 25 to 27 May 1994, the Trade and Development Board took note of and adopted the report of the Ad Hoc Working Group on its third session and, pursuant to recommendations therein, agreed to establish a preparatory committee for UNISTE to be served by the Bureau of the Ad Hoc Working Group.

C. Working Party on the Medium-term Plan and the Programme Budget

15. At its session held in March 1993, the Working Party requested the secretariat, in connection with the outcome of the first session of the Ad Hoc Working Group, to provide an assessment of workload and financial implications of the work programme on trade efficiency.

D. UNISTE Preparatory Committee, June 1994

16. Following the decision adopted by the Trade and Development Board at the second part of its resumed session, held from 25 to 27 May 1994, a preparatory committee for UNISTE was set up.

E. United Nations International Symposium on Trade Efficiency, Columbus, Ohio, 19-24 October 1994

17. The official text adopted at the Symposium consists of the Ministerial Declaration and its appendix, "Recommendations and guidelines for trade efficiency". The main body of the Columbus Declaration on Trade Efficiency includes the following:

- *Paragraph 9*: the endorsement of the "practical actions, recommendations and guidelines which may be adopted by Governments, international and national organizations, and enterprises, as appropriate";

- *Paragraph 9*: the official launching of the Global Trade Point Network;

- *Paragraph 6*: "as electronic commerce is rapidly spreading to many sectors of activity and regions ..., concerted action is required in order to allow all potential traders to rely on simplified, compatible procedures and practices, and to make the best possible use of modern technologies to lower costs of international trade transactions worldwide";

- *Paragraph 7*: "the promotion of electronic commerce worldwide should be based on the principle of equality of access of all countries to systems compatible with international standards recommended by the United Nations".

18. The appendix contains a section with recommendations to Trade Points. In the introduction to the appendix, the Trade Points' role is defined as follows: they are to be a "... source of information in all areas of trade guaranteeing an equal treatment to all their partners and actively avoiding any monopoly or exclusive position in relation to service providers and other Trade Points. They assist traders in carrying out trade transactions, using modern information technology and in accordance with international standards. In addition, they are laboratories for national trade efficiency policies... The two main goals of trade points in assisting their national exporters and importers are to lower the cost of trade transactions and to encourage expanded participation in international trade, especially the participation of SMEs".

19. Other relevant documents include "Summaries of proceedings of the United Nations International Symposium on Trade Efficiency (TD/B/EX(8)/2-TD/SYMP.TE/7), "Report of the United Nations International Symposium on Trade Efficiency" (TD/SYMP.TE/6), and "Technical cooperation related to trade efficiency".

Results achieved

20. The conclusions of UNISTE were approved at the eighth executive session of the Trade and Development Board, held in June 1995; the launching of the GTPN; and the adoption of guidelines by Governments.

F. Informal Working Group on Trade Efficiency

21. An informal working group on trade efficiency met from January to June 1995, following informal consultations to deal with issues raised in the secretariat's first assessment of the Trade Point

Programme. The working group was to address institutional issues including the definition and functions of Trade Points and the institutional framework of the Global Trade Point Network, technical issues concerning the interconnection of trade points, technical cooperation aspects and analytical and policy inputs.

22. Other questions raised concerned the institution responsible for the certification of Trade Points and negotiating agreements with the private sector (e.g. information technology and telecom services). The meeting was informed that, based on the advice of the World Intellectual Property Organization, the Trade Point name could only be protected at the national level.

Results achieved

23. The work of this informal group is reflected in decisions taken at the eighth executive session of the Trade and Development Board, held in June 1995. The work programme established was extended to February 1996, but it was not implemented owing to the demands of the preparations for UNCTAD IX.

G. Eighth executive session of the Trade and Development Board: Follow-up to UNISTE

24. On 29 June 1995, the Trade and Development Board adopted the following three texts presented by the informal working group on trade efficiency:

(a) "An international federation of Trade Points: Proposal for decision": this document assessed the feasibility of establishing such a federation, and contained a proposal for articles of association.

(b) "Conclusions on technical cooperation": this text suggested that a two-phase strategy should be followed for Trade Points: (i) introduce the concept and obtain a commitment, and (ii) reduce transaction costs with practical solutions. The priority was interconnectivity, "to allow them to offer commercially valuable services to traders". Training should be part of the technical cooperation for Trade Point managers, operators and users. Coordination with other international and national bodies was necessary in order to avoid duplication and to take advantage of their expertise.

(c) "Draft criteria for the establishment and operation of Trade Points":

(i) *Objective*: "foster greater participation in international trade … reduce transaction costs".

(ii) *Components*: "A Trade Point is … the combination of three elements … (a) source of trade related information …(b) gateway to global networking …(c) a centre for facilitating trade … (d) Trade Point shall develop virtual links with participants in international trade …"

(iii) *Services when fully operational*:

- Advisory services on internationally agreed recommendations on trade facilitation and better business practices;
- Assistance in conducting import and export formalities;
- Information on foreign trade regulations; and
- Information on bodies that can give further assistance.

As additional objectives Trade Points should endeavor to "provide electronic access to … market information, … be a physical or virtual one-stop center for trade-related services … assistance in the electronic connection of traders to services".

(iv) *Operative principles*: "confidentiality,... accuracy and impartiality of information, ... equal treatment to all (avoid monopoly), … universality, … respect of internationally agreed standards, … open telecommunication systems, … non-exclusivity, … best quality-price ratio, … freest possible exchange of information among Trade Points".

(v) *Organizational considerations*: "close cooperative links with national trade facilitation/promotion bodies … it is suggested that [a] local Trade Point Association be created (special guidelines in appendix) … [to promote] cooperation and coordination between Trade Points in the same country".

25. The Board also requested the secretariat to focus its future work on telecommunications/global information infrastructure, the participation of SMEs and transport. A proposal for the establishment of an intergovernmental group of experts responsible for the implementation of the work programme was to be presented by the secretariat, which would include the timetable and terms of reference, to be considered for adoption by the Board in September 1995. However, this intergovernmental group of experts has never been established.

26. The document entitled "Trade Point Programme, a first post Symposium assessment", dated January 1995, though not adopted by the intergovernmental machinery, is an important document as it defines the connection between the Trade Efficiency Initiative and the Trade Point Programme as well as elements such as the institutional framework.

H. UNCTAD IX, Midrand, South Africa, April-May 1996

27. "A Partnership for Growth and Development" (TD/378/Rev.1) includes the following relevant clauses:

- *Paragraph 92*: "UNCTAD's primary role [in services infrastructure for development and trade efficiency] is to assist developing countries, particularly the least developed countries and countries in transition, in generating trade supporting services …". UNCTAD should review and assess progress with the trade efficiency initiative, including the experience gained so far in the working of Trade Points and their interoperability … UNCTAD should consolidate the Trade Point network by making Trade Points fully operational and effective."

- *Paragraph 93*: explore means to make the Global Trade Point Network financially self-sustainable and enhance the capacity of Trade Points to function as information and training centres for SMEs.

I. Executive Symposium on Trade Efficiency, Mi[illegible]rand, 29-30 April 1996

28. No declaration or agreed conclusions were submitted to the Conference

J. Commission on Enterprise, Business Facilitation and Development, First session, January 1997

29. The agreed conclusions on services infrastructure for development and trade efficiency assessment (TD/B/44/2-TD/B/COM.3/4, annex II) includes the following relevant text:

- *Paragraph 6*: "The Commission requests the secretariat to solicit contributions [for the purpose of expanding the Trade Point Programme]. It requests the secretariat to provide as early as possible an evaluation of the Trade Point Programme - including the extent of the inter-operability of Trade Points …"

- *Paragraph 7*: "the Commission requests the secretariat to produce an information note on the basis of a cost-benefit analysis of practical ways and means to ensure the legal protection of the trade points and the Global Trade Point Network names and logos."

Results achieved

30. The report of the Commission was adopted by the Trade and Development Board at its forty-fourth session.

K. Commission on Enterprise, Business Facilitation and Development, Second session, December 1997

31. The agreed conclusions on services infrastructure for development and trade efficiency assessment (TD/B/45/3-TD/B/COM.3/11, annex II) includes the following relevant text:

- *Paragraph 18:* "A rapid external evaluation of the Trade Point Programme should be carried out as soon as possible."

- *Paragraph 19*: "Governments should take appropriate measures to protect the names and logos used by the Trade Point Program at the national level, with the assistance of UNCTAD."

- *Paragraph 20(i)*: the Commission requests the secretariat to "continue its efforts to enable [Trade Points] to achieve financial self-sustainability."

- *Paragraph 20(v)*: "The Commission … welcomes the efforts by the secretariat to promote the establishment and functioning of Trade Points in Africa."

32. The report of the Commission will be considered at the forty-fifth session of the Trade and Development Board.

L. Outcome of the Mid-term Review, adopted by the Trade and Development Board at its eighteenth executive session, July 1998

33. The only specific recommendation is in paragraph 36, which states that "the sustainability of the Trade Point Programme and Trade Points should be enhanced, particularly in respect of training, operability and interoperability, as may be recognized at the forthcoming evaluation of the programme".

Annex 4

WORK PLAN FOR THE ESTABLISHMENT OF A TRADE POINT

WORK PLAN
FOR THE ESTABLISHMENT OF A TRADE POINT

This work plan is to be followed after an application for establishing a Trade Point has been sent to UNCTAD. An application can only be considered if UNCTAD has received an official request from the Government. All applications must be accompanied by a written endorsement from the Government.

OBJECTIVES	ACTIVITIES		Implemented		
			Y	N	DATE
1. Launch the Trade Point establishment process.	*Assessment of local conditions regarding potential participation in the Trade Point.*	Identify a person responsible for coordinating the Trade Point establishment.			
		Present the project to potential partners (trade institutions and service providers) and obtain an initial commitment to the programme.			
		Discuss options for the legal framework of the Trade Point with the potential partners.			
	Assessment of local technical conditions required to operate the Trade Point.	Identify and evaluate trade-related infrastructure available in the country, including trade-support institutions and services (i.e. banking, insurance, freight forwarding, trade information, customs).			
		Evaluate local communications facilities (Internet, WWW, E-mail, other VANs, telecommunication).			

OBJECTIVES	ACTIVITIES		Implemented		
			Y	N	DATE
		Identify and evaluate local expertise available for the Trade Point (e.g. experts in EDP, networking, trade information, trade facilitation).			
		Submit a summary report on all of the above activities to UNCTAD.			
TRADE POINT HAS REACHED "FEASIBILITY STAGE" **(max. 6 months after application has been received)**					
2. Establish the Trade Point foundation.	*Creation of a legal entity for the Trade Point.*	Identify the members of the Trade Point Association and define their respective roles (who is hosting the TP, financial support, other contributions).			
		Identify the organisational and functional rules of the Trade Point and constitute its legal framework (including the definition of the articles of association which must correspond to the principles and objectives of the Trade Point Programme, as laid out in the UNCTAD documents).			
		Submit draft legal document to UNCTAD for evaluation.			
		Revise legal document, if necessary, according to recommendations from UNCTAD.			
		Register Trade Point locally as a legal entity and send copy of registration to UNCTAD.			

OBJECTIVES	ACTIVITIES		Implemented		
			Y	N	DATE
	Securing of Trade Point premises.	Select and secure suitable premises for the Trade Point.			
	Installation of basic technical equipment.	Design configuration for computer hardware and software (LANs etc.)			
		Purchase equipment and software.			
		Install and test equipment and software.			
	Employment of Trade Point staff.	Recruit staff (Trade Point manager/Director as well as support staff: assistant to manager, experts in: EDP, networking, database management, telecommunications, trade information, trade facilitation, marketing, accounting, etc).			
	Drafting of business plan.	Carry out a market evaluation and develop a market strategy.			
		Design the services to be offered by the Trade Point.			
		Implement an investment analysis for the Trade Point operation and estimate cash flows.			
		Calculate operational budget (expenditures: salaries, utilities, rent etc.; revenues: services to be offered).			

OBJECTIVES	ACTIVITIES		Implemented		
			Y	N	DATE
		Submit the business plan, including all of the above components, to UNCTAD.			
TRADE POINT HAS REACHED "DEVELOPMENT STAGE" (max. 12 months after application has been received)					
3. Provide the Trade Point with the ability to receive and process large quantities of information in order to benefit fully from globally available sources.	*Creation of trade information centre/ desk.*	Identify local Internet access provider and sign contract.			
		Connect Trade Point to Internet and provide it with trade information resources available through the UNCTAD WWW site and the GTPNet.			
		Collect and process local/national trade-related data and make them available on the Trade Point Website.			
		Develop/acquire software tools necessary for the optimal use of internationally agreed standards (Harmonized System (HS) and ISO codes).			
		Develop market research services.			
		Start to exchange information and services with other Trade Points.			

OBJECTIVES	ACTIVITIES		Implemented		
			Y	N	DATE
4. Provide the Trade Point with trade transaction services.	*Establishment of complete range of trade transaction services.*	Trade Point partners adapt their services to the Trade Point environment.			
		Trade Point starts to offer the following services: banking and insurance, transportation, customs clearance, trade licensing, etc.			
5. Create awareness in the local business community of the unique services available at the Trade Point.	*Marketing of Trade Point amongst local business community.*	Develop promotion material.			
		Implement marketing plan in local business community.			
		Submit summary report showing that the previous steps have been taken, including the date of inauguration as well as the promotion material, to UNCTAD.			
		UNCTAD grants the official label and provides the Trade Point logo and certificate.			
		The Trade Point is formally inaugurated.			

TRADE POINT HAS REACHED "OPERATIONAL STAGE"
(max. 18 months after application has been received)

Once a Trade Point has reached operational stage, it is required to submit annual activity reports to UNCTAD (activity report sheets will be provided by UNCTAD).

Annex 5

POTENTIAL APPROACHES TO KNOWLEDGE MANAGEMENT WITHIN THE GTPN

1. This annex elaborates on potential approaches to the development of a GTPN Intranet and related knowledge management tools.

What is knowledge management?

2. Knowledge management is an emerging discipline that stresses a formalized, integrated approach to managing an organization's tangible and intangible information assets. One of the most significant features of knowledge management is the emphasis on access to people, not just information.

3. Knowledge-based organizations, such as management consulting firms, are making significant investments in knowledge management systems in order to better leverage their human and information resources. For example, the consulting firm McKinsey & Co. spends 10 per cent of its revenues on its programmes, as do other professional firms such as PricewaterhouseCoopers and Andersen Consulting (*Source*: Gartner Group).

Knowledge management tools

4. Knowledge management tools can take many forms, including:

(a) *Telephone or online "help desks"*, where clients can rapidly obtain technical assistance. Many technology companies, such as Dell Computers and Symantec, have taken this concept a step further by integrating searchable archives of past help desk queries and responses onto their web sites. This enables clients to search for responses to common questions or technical information without human assistance.

(b) *Topic-specific Listservs or web-based discussion groups*, which enable a user to easily access a number of relevant experts with questions or information requests. The World Bank and other development agencies have used listservs for many years as a means of linking experts within a particular development-related subject area.

(c) *Online databases with sophisticated data retrieval or cataloguing capabilities:* these range from web directories such as Yahoo (http://www.yahoo.com) to proprietary databases resident on corporate intranets which can be accessed using a variety of search tools by any registered user.

Knowledge management within the GTPN

5. A number of approaches can be employed to facilitate knowledge-sharing and access to expert resources. The directory of trade-related web sites maintained by ITC on its web site is an example of a simple knowledge-sharing application with limited indexing and no search capability, which can be easily maintained from a central point.

The World Bank Group's Investment Promotion Network, or IPAnet, (http://www.ipanet.net), which catalogues web-based resources relating to foreign direct investment, is a more sophisticated example of how the GTPN might derive significant value-added in terms of facilitating access to online trade information resources. Documents or web sites cataloged in IPAnet are each classified by country, sector and topic area, so that a user looking for foreign investment laws in a specific region can quickly obtain a customized list of hyperlinks to these resources, even if they are housed on disparate web sites around the world. Significantly more administrative effort is required to maintain this application.

6. Knowledge management within the GTPN will need to be highly decentralized, since many trade information resources exist at the Trade Point level and the UNCTAD secretariat does not have the resources to catalogue trade information resources worldwide. Tools exist to facilitate remote administration by anyone who has web access.

7. Private firms such as the Mining Company (http://www.miningcompany.com) and VerticalNet (http://verticalnet.com) have successfully employed a decentralized approach to administering online resource directories serving specific economic sectors or thematic areas. The World Bank also administers a set of specialized web sites on specific development topics which are maintained by experts from a number of relevant organizations worldwide.

8. It is recommended that the secretariat should consider the development of a knowledge management framework, which can then be supported and utilized by the individual Trade Points. If standardized data formats for information resources developed within the Trade Points were employed, this could become the precursor to a GTPN information product which could eventually provide a source of revenue to Trade Points.

Annex 6

SUMMARY OF MAJOR PRIVATE SECTOR TRADE-RELATED ELECTRONIC COMMERCE INITIATIVES

1. Numerous private sector initiatives have been undertaken in several areas within electronic commerce - such as secure messaging, electronic payments, online product catalogues and supply chain management systems. Surprisingly few of these private initiatives seek to address the complexities of the international trade process, largely because many of the obstacles involve legal and regulatory issues at the national and international level, which are difficult to address without significant government involvement in the process. The two international efforts discussed here are designed to increase trade efficiency through the use of electronic documents to settle cross-border trade transactions.

Project Bolero

2. Project Bolero is one of the first initiatives undertaken to de-materialize international trade documentation. The objective has been to create an electronic bill of lading, and eventually electronic versions of other trade documents, that will be accepted throughout the global trade community. This effort began in the early 1990s and has now addressed many of the many complex legal, financial and technical issues involved in developing a viable approach to de-materialization. Bolero Operations Ltd, which is a joint venture between S.W.I.F.T. and the Through Transport Club (a mutual insurer), is now preparing for the initial launch of the service in late 1998, which will feature secure messaging services via the Internet and a centralized Title Registry for bills of lading that will eliminate the need for paper documents. The participants in the system must all agree to observe the terms of the *Bolero Rule Book*, which is a contractual mechanism designed to deal with differences in commercial regulations between countries.

3. Thirteen countries will be involved in the Bolero Launch Program, including Belgium, Brazil, France, Germany, Hong Kong (China), Italy, Japan, Norway, Singapore, Spain, Taiwan, Province of China, the United Kingdom and the United States. The market sectors involved will include bulk agricultural commodities, chemicals, the automotive sector, garments, toys, household goods, crude oil, computer products and processed foodstuffs. Further information on this initiative is available on the Internet at http://www.boleroproject.com.

World Trade Centres Association TradeCard Service

4. This initiative is designed to provide trade financing services as well as to facilitate the electronic exchange of valid trade documents. This financing facility, which functions through a private data communications network operated by GE Information Services, instead of the Internet, enables importers and exporters to exchange orders electronically; prepare, transmit and verify shipping-related documents online in a secure environment; and arrange for an import line of credit which is immediately drawn upon when the completed document set is received by the facility's administrator. Currently TradeCard is being marketed to importers in Canada, France and the United States although it is expected to be offered to firms in the Netherlands, the United Kingdom and Latin America in the near future. This service also relies on contractual agreements regarding the validity of electronic documents rather than national commercial regulations. Further information is available on the Internet at http://www.tradecard.bm

5. It is recommended that the secretariat monitor these and other similar initiatives and provide guidance, both to governments and Trade Points, regarding the issues involved (e.g. legal and customs implications) in their implementation within developing countries and economies in transition. Project Bolero is particularly important in this respect, as it can be utilized across a broad range of trade flows and offers significant opportunities for reducing the transaction costs associated with international trade.

Joint Electronic Payments Initiative (JEPI)

6. JEPI is a specification for a universal electronic payments platform that will enable merchants and consumers to transact business over the Internet using many options for payment instead of being limited to specific ones. The venture has been undertaken by two leading consortia committed to advancing the use of the Internet, the World Wide Web Consortium (W3C) and CommerceNet. In late 1996, they jointly announced that the specifications were complete and ready for pilot implementation projects. The JEPI specification includes procedures for negotiating the payment instrument between the parties and choosing the telecommunications transmission "protocol" for the two systems to communicate with each other. It is potentially a major development for electronic commerce on the World Wide Web, because W3C and CommerceNet have such strong credibility and influence that the specifications are almost sure to become a standard.

Source: P. Keen and C. Balance, *On-Line Profits*, HBS Press.

Annex 7

SUMMARY OF TRADE POINT SITE VISITS AND MEETINGS WITH REPRESENTATIVES OF PERMANENT MISSIONS IN GENEVA

Rationale for selection of Trade Points for site visits

- Inputs from missions
- Reports from previous or current UNCTAD missions
- Regional balance
- Typology of Trade Points (private/public/mixed)
- Stages of development of Trade Points (according to work plan/UNCTAD)
- Stage of economic development of the respective country/region
- Successful as well less successful cases (based on reports)

Summary of Trade Point site visits and interviews conducted

Country	Trade Point	Individual(s) Interviewed
Armenia	Trade Point Armenia	Mr. Hakobyan (Director) Mr. Gergovian (Head, Customs Department) Mr. Grigoryan (Customer)
Australia	Trade Point Melbourne (Under development)	James Hodges (Manager of Trade Services) Mary-Anne Goldsworthy (Trade Point Manager) Alex Graham (digerati) Dr. David Chia (RMIT) Professor Ian Bates (RMIT) Malcolm Hutchinson (Director ISETC) Kevin Fitzgerald (KPMG General Manager Certification Authority) Rod Collins (KPMG) Dr. Ian Smart (Dep. State Dev., Section Manager, Information Industries) Peter Wolcott (Dep. State Dev., Manager, Investment & Export) Lu Jianzhong (Project Manager and Ph.D. student at RMIT)
Brazil	Trade Point Porto Alegre (Operational)	Helio Henkin (SEBRAE Director-Superintendent) Rogerio Satanna dos Santos (Chairman PROCEMPA) Ayrton Pinto Ramos (SEBRAE), Marina Price (SEBRAE)
	Trade Point Brasilia (Operational)	Claudio Ferreira (Director) Edgard Casciano (Director Trade Efficiency Promotion Department, Division of Trade Promotion Programms, Ministry of Foreign Affairs) Ricardo Leal (Executive secretary, Brazilian Trade Point Forum)
China	Trade Point Beijing (Operational)	Henry Zhang (Deputy TP director) Xu Xiao Xi (Director) Li Xiao Hu (Trade Point Beijing) Shen Tong (Trade Point Beijing) Liu Minsheng (Vice Director CIECC) Zhang Bin (Dept. of International Trade and Economic Affairs, MOFTEC) Cui Yan (CIECC), Liu Junchnun (CIECC) Yao Wenlong (Division director at MOFTEC)

Country	Trade Point	Individual(s) Interviewed
		Yao Licheng (UNDP Programme Officer)
Colombia	Trade Point Bogota (Operational)	David Barriga (Director) Alberto Vargas (Trade Point staff member) Martha Olga Jennsen (ProExport - Govt.)
	Trade Point Baranquilla (Operational)	Janinne Pinedo (Director)
	Trade Point Bucaramanga (Operational)	Maria Gisela Trujillo (Director)
	Trade Point Cartagena (Operational)	Natalie de La Cruz (Director)
Egypt	Trade Point Cairo (Operational)	Mostafa Said Ahmed (Director) Dr. Gueli (Minister of Trade and Supply) Group meeting with 20 clients
Mozambique	Trade Point Maputo	Mr. N. Salolo (Ministry of Trade) Mr. Alberto Matlombe (Trade & Transport Facilitation Committee) Mr. Bernard Chatelin (World Bank ROCS project co-ordinator)
Philippines	Trade Point Manila (Operational)	Reynaldo A. Concepcion (MIS manager, Philippine Chamber of Commerce and Industry PCCI) Alberto Fenix (President PCCI) Dr. Bautista (United Nations Development Programme) Mr. Ordonez (Under-Secretary of State, Department of Trade and Industry) Ms Fulgencio (Bureau of Export Trade Promotion)
Senegal	Trade Point Dakar	Mr. Eddine Diagne (Trade Point Product Manager) Ms. Dia Diouf (Trade Point Logistics Manager) Mr. Rober Niouky (Ministry of Trade) Mr. Andre Bass (Ministry of Foreign Affairs) Ms. G.L. d'Almedia (Société de production de commercialisation de transformation import-export/ Membre RESEN & REAO) Mr. Guebe Duchess (Association des opérateurs économiques)
Uganda	Trade Point Kampala	Mrs. Catherine Namuwanga (Director) Mrs. Noreen Kamoti (Uganda Export Promotion Board) Mr. T.K. Sabakaki (Ag. Director Directorate of Foreign Trade MoTI) Mr. P. Elimu-Elyetu (Senior Foreign Trade Officer) Mr. R.K. Rutaggi (Executive Director Uganda Export Promotion Board) Mr. J.F. Kyagulanyi-Kaggwa (Client)

Trade Points interviewed by telephone

Country	Trade Point	Individual interviewed
Canada	Trade Point Toronto	Mr. Benjamin Hum
United States	Trade Point USA	Mr. Randall Smith
	Trade Point San Diego	Mr. Steven Rynecki

Summary of Geneva missions which expressed interest in the interview

Country	Individual(s) interviewed
Australia	Ms. Clark Ms. Nielson
France	Mr. Philippe Merlin
Bangladesh	Mr. Abdul Mannan
Finland	Mr. Tuovinen
Ethiopia	Mr. Mussie
Senegal	Mr. Khaly Adama Ndour
South Africa	Mr. Andre Oberholzer
Belarus	Ms. Tamara Kharashun
Czech Republic	Mr. P. Havlik
Philippines	Mrs. Ma A. Santa Catalina
Canada	Ms. Lyne-Marie Tremblay
Romania	Mr. Vasile Radu

Annex 8

TRADE POINT DIRECTORS SURVEY RESULTS

Return rate

The questionnaires were sent to 183 Trade Points. Eight questionnaires were filled in during the respective site visits, and 39 questionnaires were filled in and returned, six of them by e-mail, five by fax, two by letter and 26 by filling in the form on the PricewaterhouseCoopers homepage.

Representative spread of returned questionnaires

The spread of returned questionnaires regarding the different stages of development of Trade Points (government request, feasibility, operational) corresponds with very little variance (max. 10 per cent) to the spread computed on the basis of the UNCTAD secretariat database. In other words a representative number of Trade Points at each stage of development responded to the inquiry. The conclusions drawn from these questionnaires can be regarded as representative of all registered Trade Points. The same is valid for the representative spread of returned questionnaires regarding the balance for all world regions.

Validity and conclusions of returned questions

Analysis was carried out on those questions where the quality of the returns made it possible.

- Question 1: This question was generally misunderstood and not filled in consistently.

- Question 2: Almost all Trade Points answered this question (44 out 47), and no legal nature of Trade Points seems to prevail.

- Question 3: All Trade Points answered. The business orientation is mostly non-profit but there is a trend indicated towards future profit orientation.

- Question 4: Responses supported the previous conclusion.

- Question 5: Responses matched answers from Governments. More than 50 per cent of all Trade Points receive no private sector support. In 26 countries covered by the survey, nine Trade Points appeared to receive no support from government.

- Question 5: Almost half of all responding Trade Points are not members of an association.

- Questions 11 and 12: Trade Points are "on average" satisfied with the programme and the UNCTAD secretariat's services.

- Question 21: Over 75 per cent of Trade Points do not have cost recovery on their expenses.

Questionnaire for Trade Points

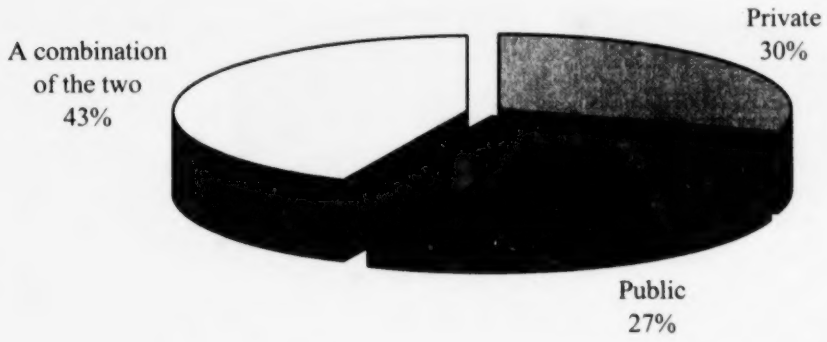
Distribution of stage of development of Trade Points compared with distribution of stage of development stated in returned questionnaires.

	Number		Percentage		Difference
	TPs	Returned quest.	TPs	Returned quest.	
Government request submitted	36	4	19.7%	8.5%	11.2%
Feasibility	83	22	45.4%	46.8%	-1.5%
Development	18	4	9.8%	8.5%	1.3%
Operational	46	17	25.1%	36.2%	-11.0%
	183	47	100.0%	100.0%	

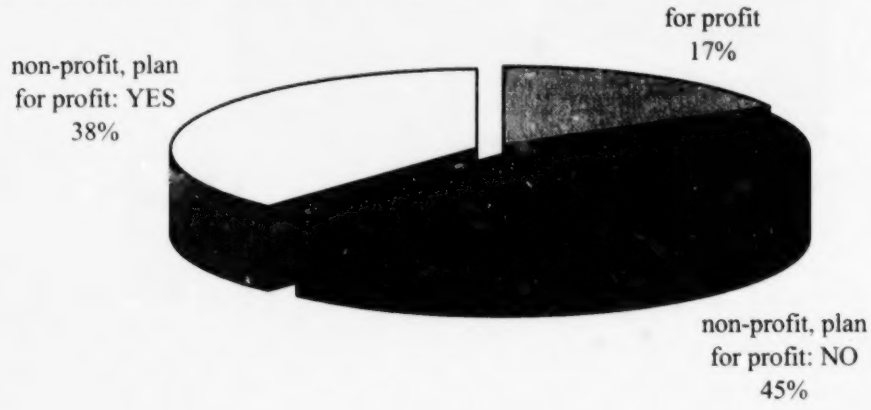
Regional distribution of Trade Points compared with the regional distribution of the returned questionnaires.

	Number		Percentage		Difference
	TPs	Returned quest.	TPs	Returned quest.	
Africa					
Sub-Saharan Africa	33	8			
North Africa	5	1			
	38	**9**	**20.8%**	**19.1%**	**1.6%**
America					
Latin America	48	13			
North Africa	10	2			
	58	**15**	**31.7%**	**31.9%**	**-0.2%**
Asia					
Middle East	6	1			
North & Central Asia	10	1			
South-East Asia	20	4			
	36	**6**	**19.7%**	**12.8%**	**6.9%**
Australia					
Australia/Oceania	4	1			
	4	**1**	**2.2%**	**2.1%**	**0.1%**
Europe					
Eastern Europe	26	9			
Western Europe	21	7			
	47	**16**	**25.7%**	**34.0%**	**-8.4%**
	183	**47**	**100.0%**	**100.0%**	

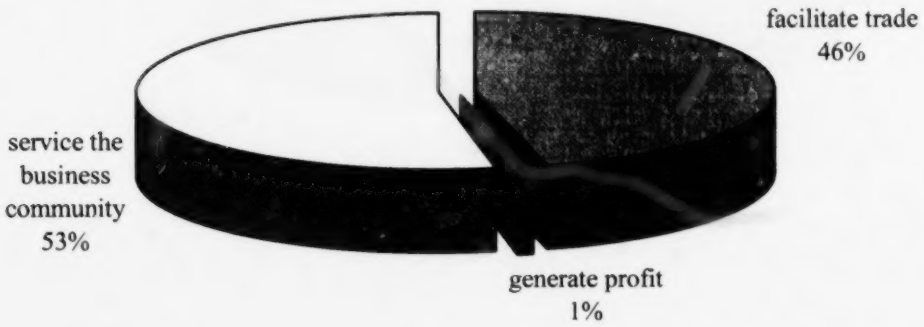
Question 2: **The legal nature of Trade Points**
Response rate: 44 out of 47 questionnaires (94 per cent)



Question 3: **Business orientation of the Trade Points**
Response rate: 47 out of 47 questionnaires (100 per cent)

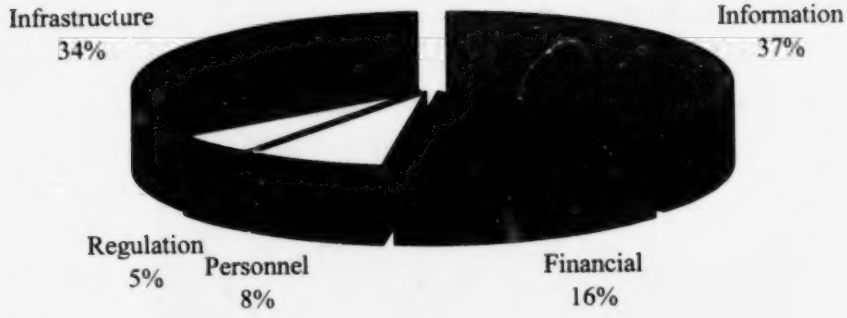


Question 4: **Motivation for establishing a Trade Point**
Response rate: 44 out of 47 questionnaires (94 per cent)



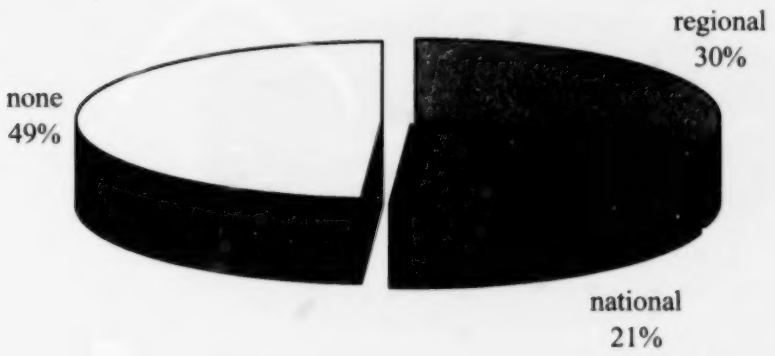
Question 5: **Support from Governments**
Response rate: 30 out of 47 questionnaires (64 per cent)

Type of governmental support:

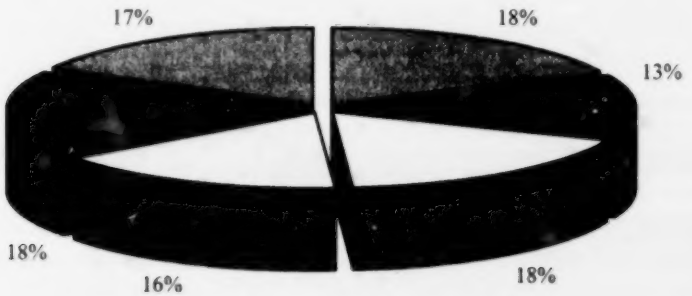


Question 6: **Other Trade Points in your country**
Response rate: 47 out of 47 questionnaires (100 per cent)

Question 7: **Membership in national or regional associations**
Response rate: 47 out of 47 questionnaires (100 per cent)

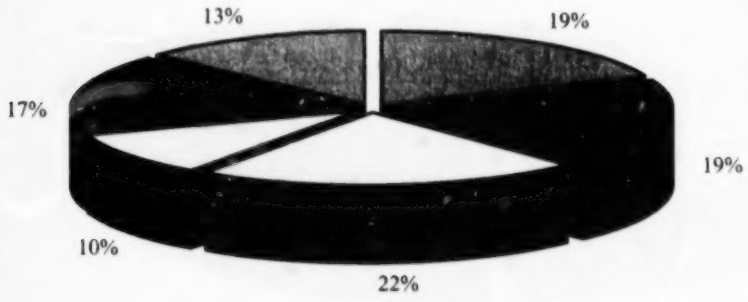


Question 8: **Role of Trade Point associations**
Response rate: 44 out of 47 questionnaires (100 per cent)
National:

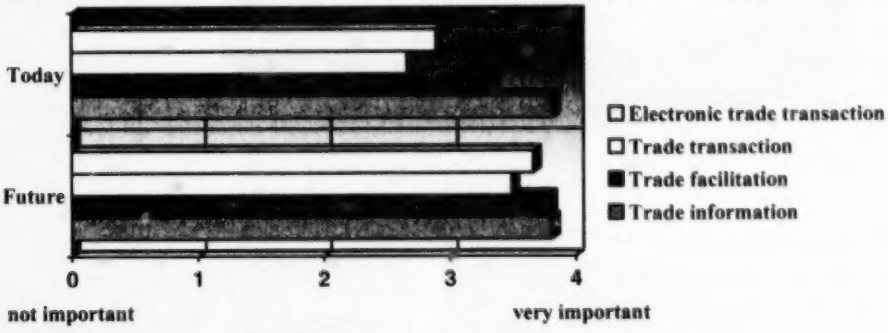


- Recommendations to authorities in the field of trade efficency
- Assistance in setting up Trade Points
- Facilitating the exchange of information
- Regulations (validations of membership of the network)
- Recommendations on utilities (software, hardware, training)
- Common/legal guidelines, standards (communication & services)

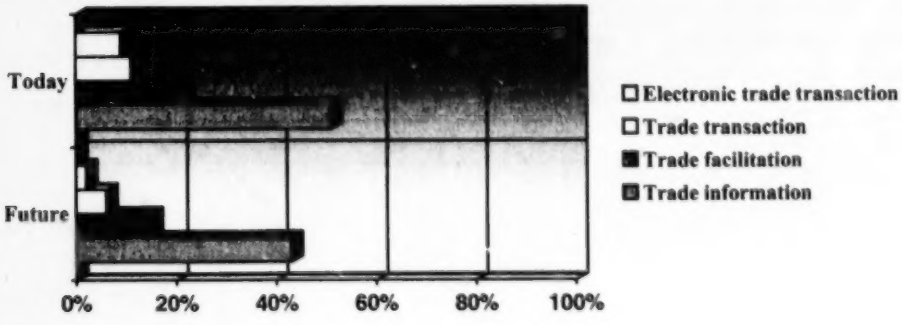
Regional (Trade Point Associations):



Question 9: **General role of the Trade Point Programme**
Response rate: 47 out of 47 questionnaires (100 per cent)



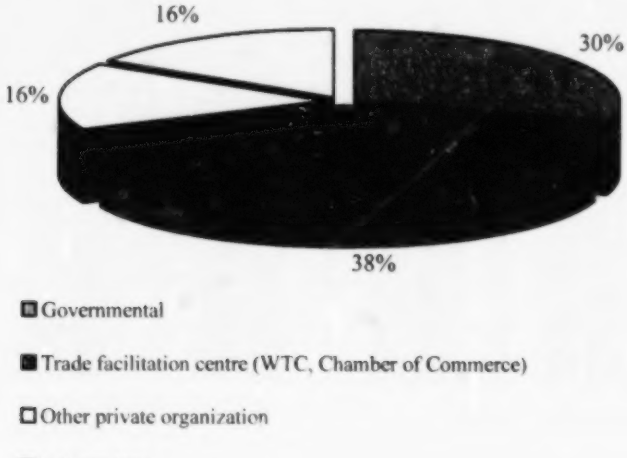
Trade Points provide these services for free:



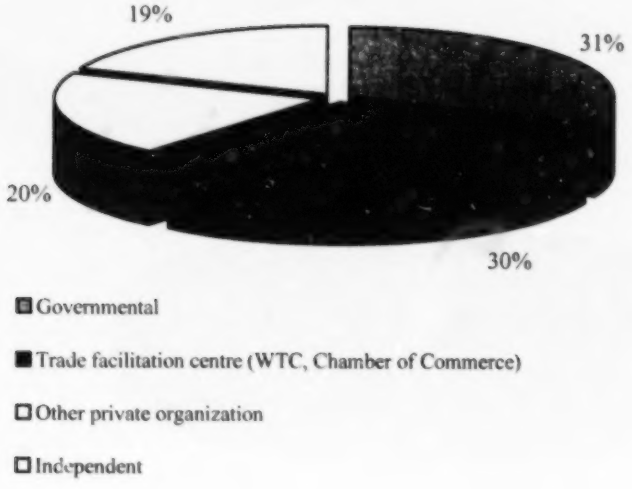
Question 10: **Institutional connection and physical location of Trade Points**

Response rate: 42 out of 47 questionnaires (100 per cent)

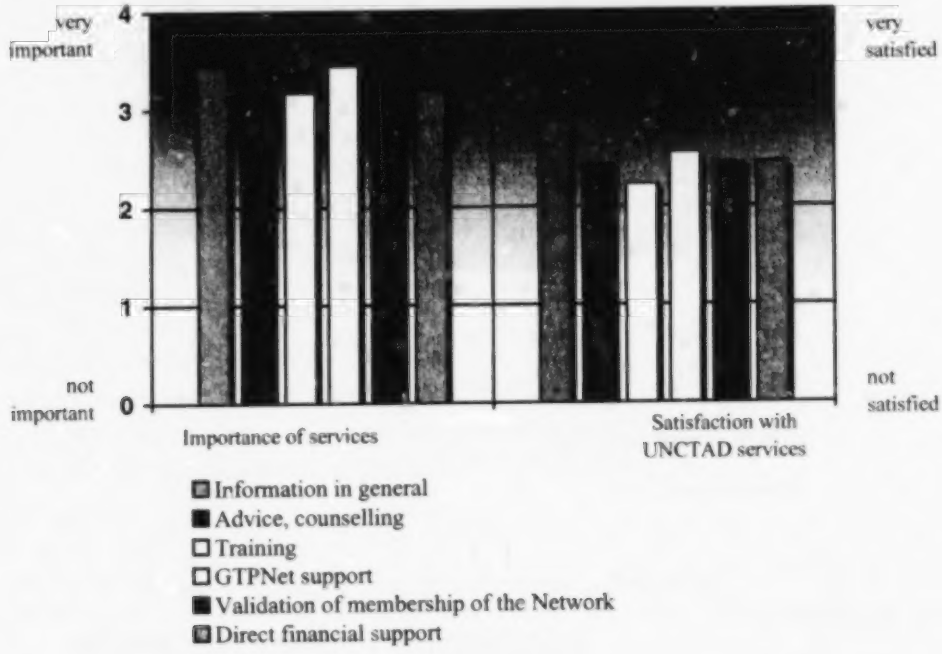
Institutional connection:



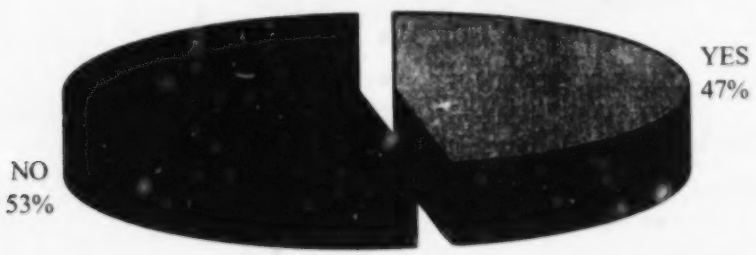
Physical location:



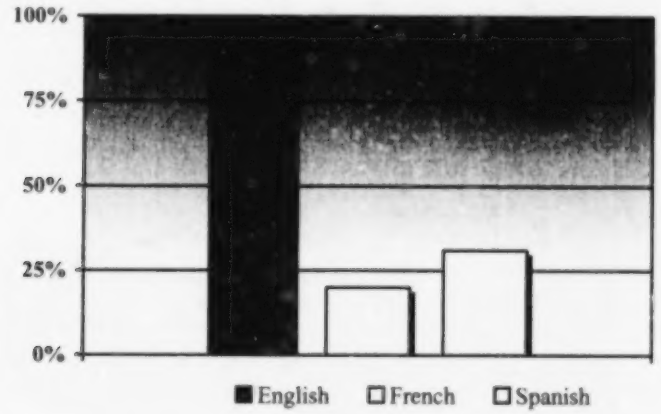
Questions 11 and 12: **Importance and satisfaction of the services provided by UNCTAD**
Response rate: 47 out of 47 questionnaires (100 per cent)



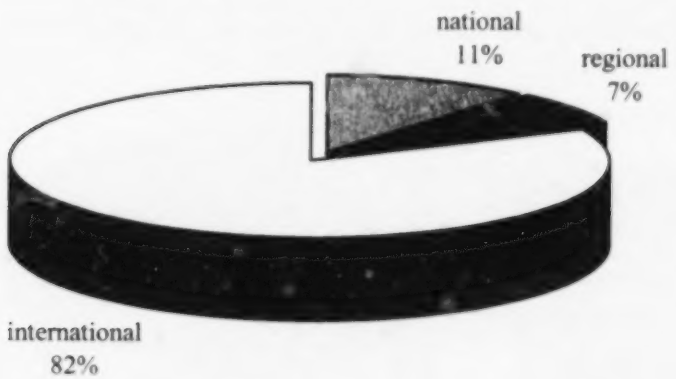
Question 13: **Technical or financial support from other international organisations**
Response rate: 47 out of 47 questionnaires (100 per cent)



Question 14: **Supported languages**
Response rate: 46 out of 47 questionnaires (98 per cent)



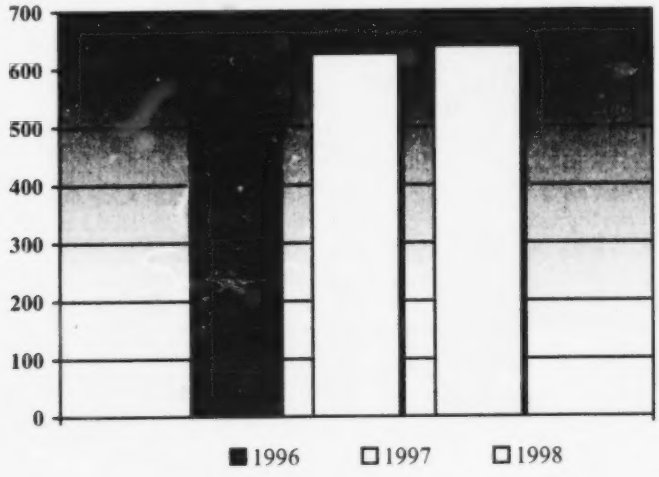
Question 15: **General trade level**
Response rate: 45 out of 47 questionnaires (96 per cent)



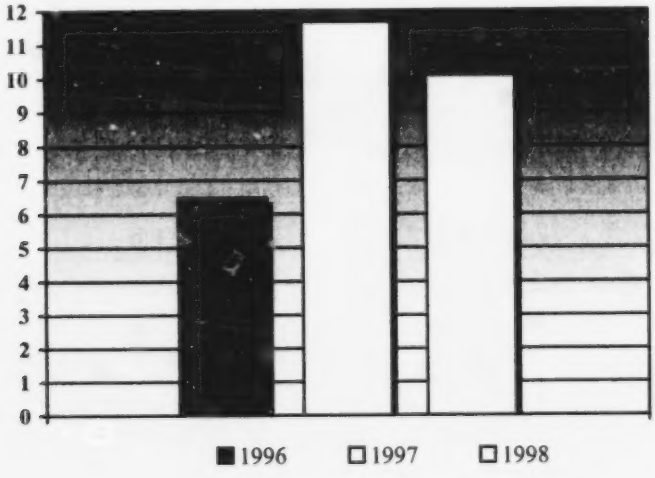
Question 16: **Trade opportunities**

Year	Answers	Number of opportunities	Resulting in deals	Value of deals
1996	13 (28 %)	108'494	639	$6'135'000
1997	19 (40 %)	176'534	1'230	$9'555'000
1998	18 (38 %)	166'289	914	$4'845'000

Question 17: **Employees**
Response rate: 46 out of 47 questionnaires (98 per cent)



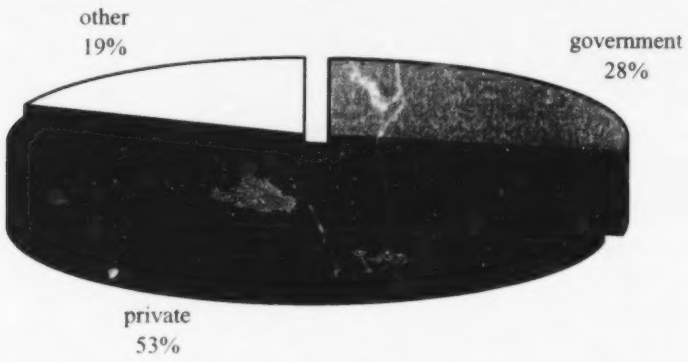
Question 18: **Investment (in millions of United States dollars)**
Response rate: 31 out of 47 questionnaires (66 per cent)



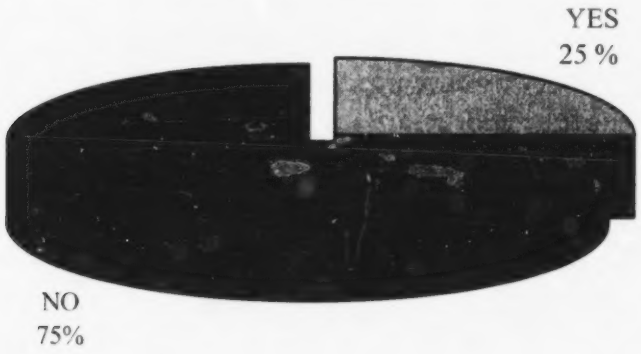
Question 19: **Operation budget 1998 (in millions of United States dollars)**
Response rate: 28 out of 47 questionnaires (60 per cent)

Average budget US$ 3.5 million

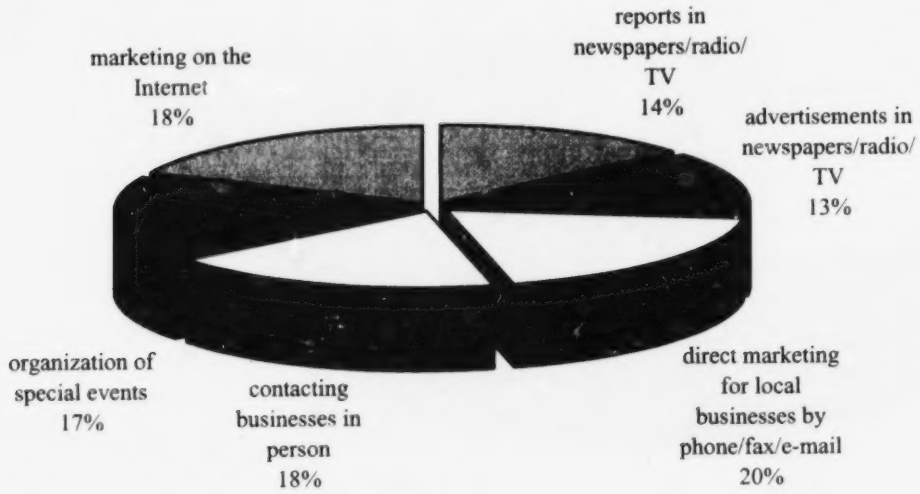
Question 20: **External financial support**
Response rate: 38 out of 47 questionnaires (80 per cent)



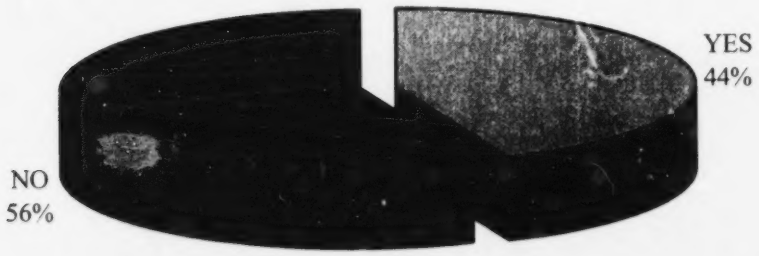
Question 21: **Revenues covering current costs**
Response rate: 37 out of 47 questionnaires (79 per cent)



Question 22: **Promotion of services**
Response rate: 44 out of 47 questionnaires (85 per cent)


reports in newspapers/radio/ TV 14%
marketing on the Internet 18%
advertisements in newspapers/radio/ TV 13%
organization of special events 17%
contacting businesses in person 18%
direct marketing for local businesses by phone/fax/e-mail 20%

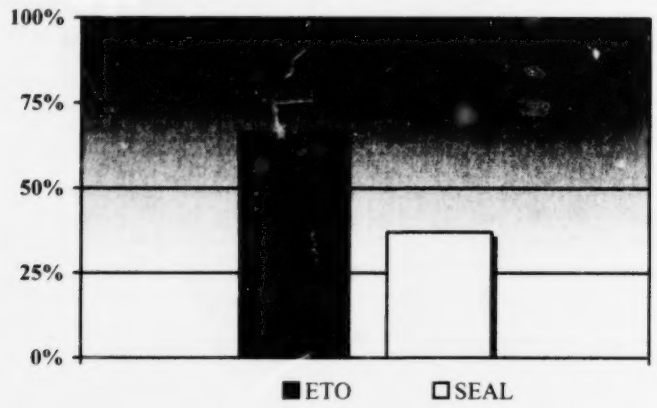
Question 23: **Competition with other organizations**
Response rate: 43 out of 47 questionnaires (91 per cent)



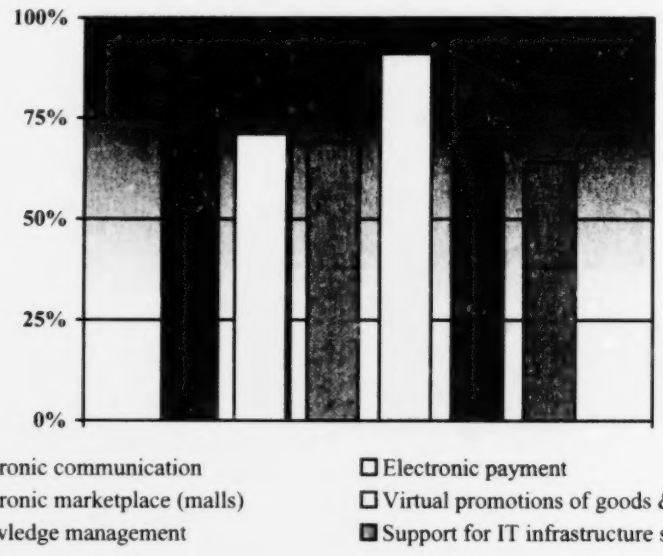
Question 24: **Technology services**
Response rate: 45 out of 47 questionnaires (96 per cent)

Technology service	*currently offer*	*plan to offer*	*no needs*
E-mail	89%	11%	0%
Internet access	87%	11%	2%
Internet homepage	84%	16%	0%
ETO	60%	27%	13%
SEAL	2%	69%	29%

Question 25: **Customer use of ETO or SEAL**
Response rate: 23 out of 47 questionnaires (49 per cent)



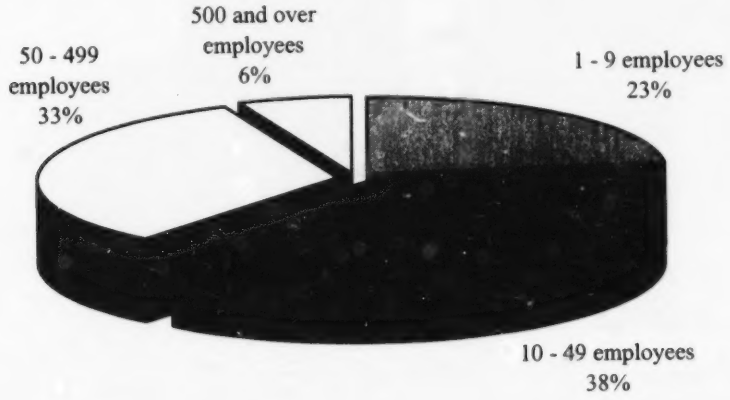
Question 26: **Important areas for future technological development**
Response rate: 45 out of 47 questionnaires (96 per cent)



Question 27: **Services of the Trade Points**
Response rate: 44 out of 47 questionnaires (94 per cent)

Further information	52%	34%	14%
Market research services	61%	34%	5%
Training in export procedures	59%	32%	9%
Assistance in production web pages, product catalogues	57%	32%	11%
Assistance in preparation of business letters, contacts	45%	32%	23%
Translation services	43%	30%	27%
Arranging/providing meeting facilities	55%	32%	13%
Assistance in arranging transport of goods	48%	30%	22%
Assistance in arranging customs clearance of goods	50%	25%	25%
Assistance in arranging financing, insurance	45%	23%	32%
Issuing of trade certificates	36%	25%	39%
EDI services	41%	25%	34%

Question 28: **Customer base according to size (employees)**
Response rate: 27 out of 47 questionnaires (57 per cent)



Question 29: **The major obstacles in setting up and operating a Trade Point**
Response rate: 36 out of 47 questionnaires (77 per cent)

- Financial support
- Lack of guidance, training and education
- Lack of governmental support
- Guidelines (difficulties in complying with UNCTAD secretariat work plan; not existing: standards and specifications)

Question 30: **Comments regarding Trade Point operations or support provided by UNCTAD**
Response rate: 22 out of 47 questionnaires (47 per cent)

Main points:

- Support by UNCTAD is generally appreciated but more support would be required for developing further services, products, etc.
- Support during set-up phase was helpful. Focus should be put on raising awareness of the Trade Point Programme's benefits among Governments and in the private sector.
- More cooperation with the private sector is required.
- ETO is regarded as the "most helpful system/service" of the Trade Point Programme.

Annex 9

GOVERNMENT SURVEY RESULTS

A survey of Governments was conducted to obtain their views on the progress of the Trade Point Programme within their own country, the type of support they provide to Trade Points and their level of satisfaction with UNCTAD's management of the Programme. Responses had been received from 27 Governments by 19 September 1998. Figure 1 shows that the regional distribution of responding Governments differed somewhat from the actual distribution of Trade Points (at all stages of development), with Europe significantly over-represented and the Americas under-represented in the survey results. African Governments were somewhat under-represented in the results while the number of Governments in Asia and Oceania responding was consistent with their share of total Trade Points.

Figure 1: Regional distribution of survey responses - compared with total number of Trade Points in operation or under development

	Number		Percentage		Difference
	TPs	Returned quest.	TPs	Returned quest.	
Africa					
Sub-Saharan Africa	33	4			
North Africa	5	0			
	38	**4**	**20.8%**	**14.8%**	**6.0%**
Americas					
Latin America and Caribbean	48	4			
North America	10	0			
	58	**4**	**31.7%**	**14.8%**	**16.9%**
Asia					
Middle East	6	0			
North & Central Asia	10	1			
South East Asia	20	5			
	36	**6**	**19.7%**	**22.2%**	**-2.6%**
Australia					
Australia / Oceania	4	1			
	4	**1**	**2.2%**	**3.7%**	**-1.5%**
Europe					
Eastern Europe	26	5			
Western Europe	21	7			
	47	**12**	**25.7%**	**44.4%**	**-18.8%**
	183	**27**	**100.0%**	**100.0%**	

Government representation at Trade Point-related conferences

Figures 2 and 3 indicate that the majority of respondent Governments were officially represented at UNCTAD VIII (1992) and the United Nations Symposium on Trade Efficiency (1994), where much of the initial mandate for the Trade Point Programme was first adopted. Seventy-two per cent of respondents attended UNCTAD VIII while 68 per cent of those surveyed were represented at UNISTE.

Figure 2 - Was respondent's Government represented at UNCTAD VIII (Cartagena de Indias, 1992)?
Response rate: 25 out of 27 questionnaires (93 per cent)

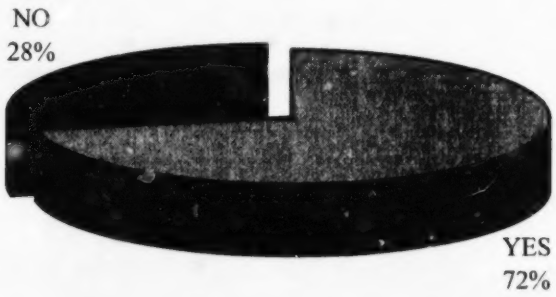
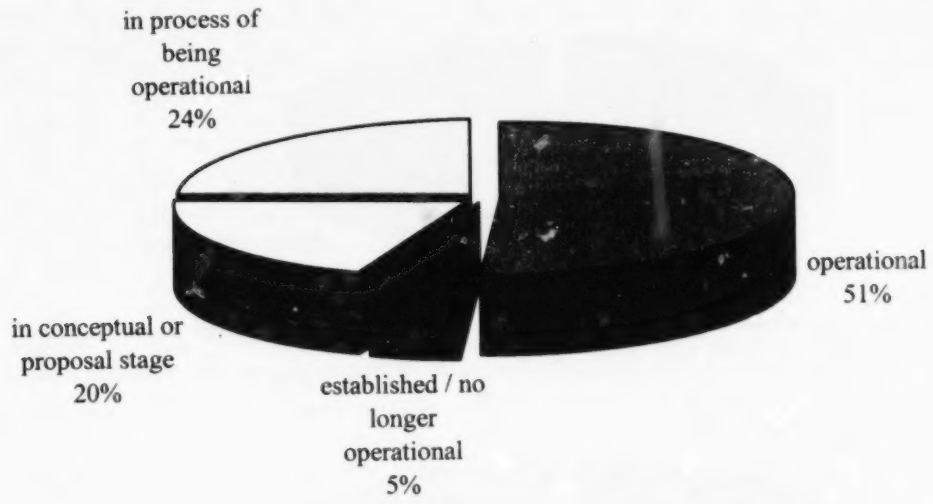


Figure 3: Was Government represented at United Nations Symposium on Trade Efficiency (Columbus, Ohio, 1994)?
Response rate: 25 out of 27 questionnaires (93 per cent)

Stages of Trade Point development

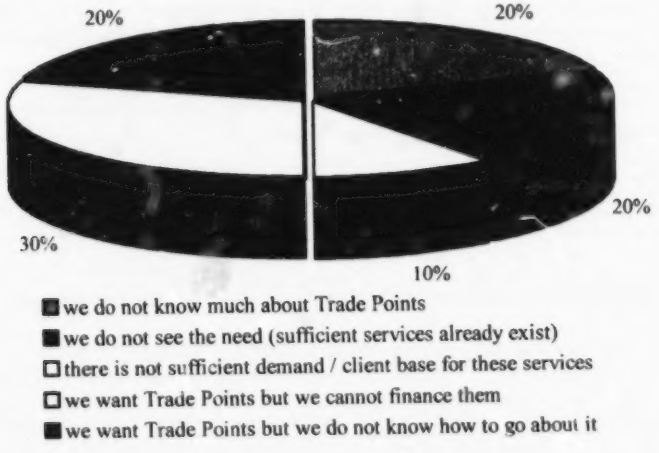
As illustrated in figure 4, just over half of the countries participating in the survey had operational Trade Points (51 per cent), while in 24 per cent of the countries Trade Points were in the process of being established. One-fifth of the respondents reported that their Trade Points were still in the conceptual stage while 5 per cent indicated that previously established Trade Points had subsequently closed.

Figure 4: Distribution of Trade Points by stages of development
Response rate: 27 out of 27 questionnaires (100 per cent)


in process of being operational 24%
operational 51%
in conceptual or proposal stage 20%
established / no longer operational 5%

Countries which had no Trade Points (6 out of 27 respondents) were asked why they had not been established. The results are summarized in figure 5. Although the number of responses was small, the most prevalent reason given in 30 per cent of cases was an inability to provide funding, while 20 per cent did not know enough about the Programme and a further 20 per cent needed further guidance on establishing Trade Points.

Figure 5: Reasons why there is no Trade Point in the responding country
Response rate: 6 out of 27 questionnaires (22 per cent)


20%
20%
20%
30%
10%
we do not know much about Trade Points
we do not see the need (sufficient services already exist)
there is not sufficient demand / client base for these services
we want Trade Points but we cannot finance them
we want Trade Points but we do not know how to go about it

Support from Governments for Trade Points

Participating Governments were asked whether they currently provided or planned to provide support for Trade Points in their country. Of those responding, 65 per cent indicated that they did or would provide support, as shown in figure 6, while the remainder (35 per cent) left the initiative entirely to the private sector. Figure 7 indicates the types of support provided by Governments responding to the survey. Infrastructure support (e.g. premises, telecoms) was most frequently cited (40 per cent) followed by information (31 per cent) and direct financial support (19 per cent).

Figure 6: Is support provided to Trade Points by the Government?
Response rate: 26 out of 27 questionnaires (96 per cent)

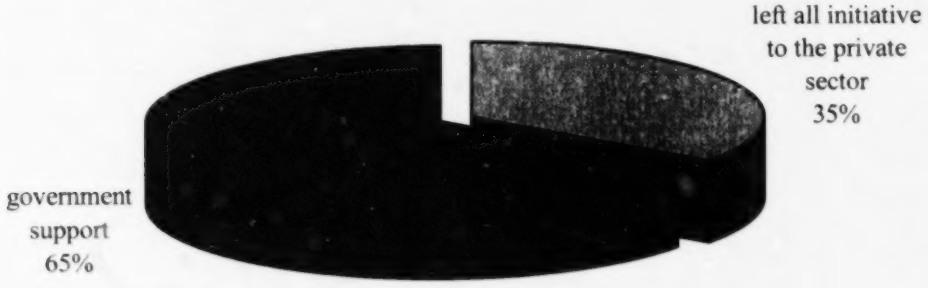
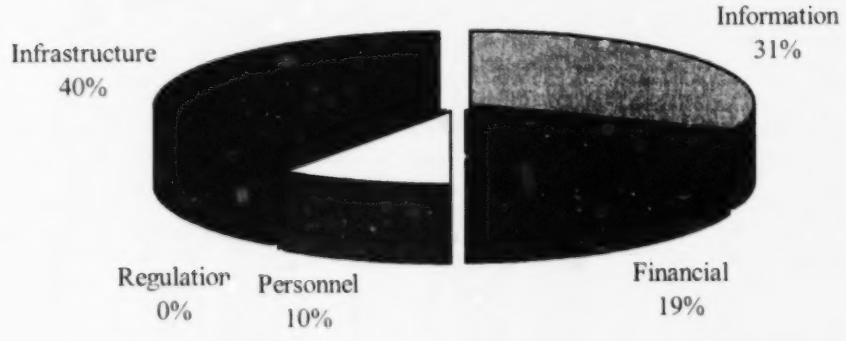


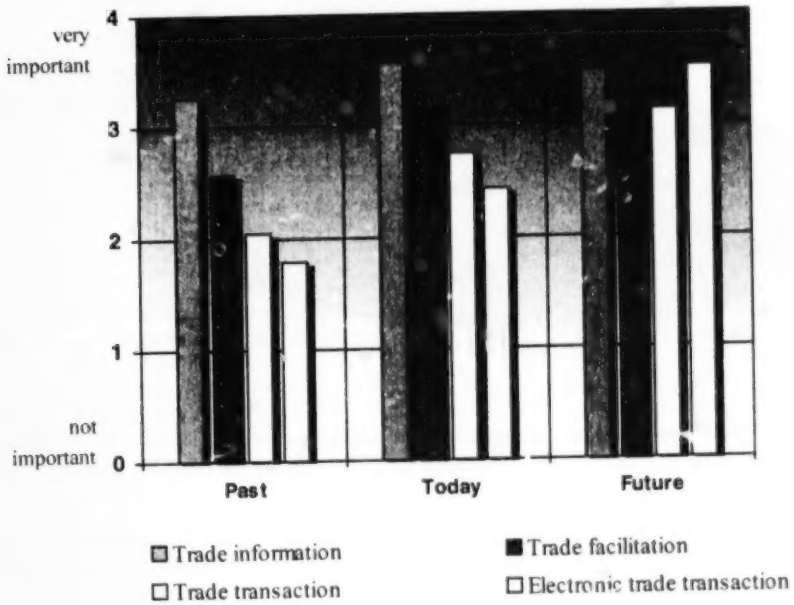
Figure 7: Nature of Government support provided:
Response rate: 26 out of 27 questionnaires (96 per cent)



Role of the Trade Point Programme in responding countries

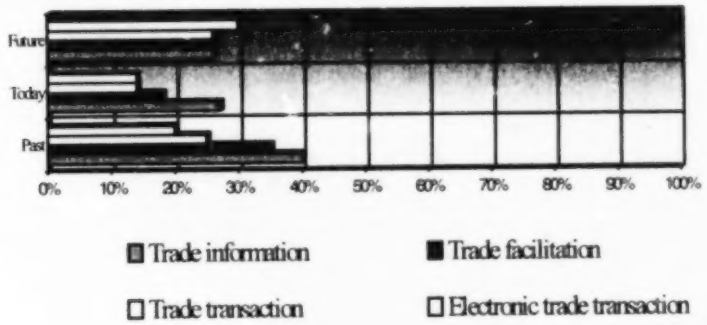
The respondents were asked to characterize their understanding of the past, present and future role of the Trade Point Programme within their economy. The results, which are summarized in figure 8, indicate that most of the participating Governments viewed the provision of information as the most important element of the Programme, with increasing importance being assigned to advice, training and support from the GTPN as the Programme proceeds.

Figure 8: General role of the Trade Point Programme
Past: Response rate: 20 out of 27 questionnaires (74 per cent)
Today: Response rate: 22 out of 27 questionnaires (81 per cent)
Future: Response rate: 23 out of 27 questionnaires (85 per cent)



The Governments were also asked whether these services have been or should be provided for free. The results are summarized in figure 9 below. Although 40 per cent of respondents reported that trade information services had been provided for free, with a smaller percentage providing free advisory services, the majority of Governments indicated that these should become fee-based services in the future.

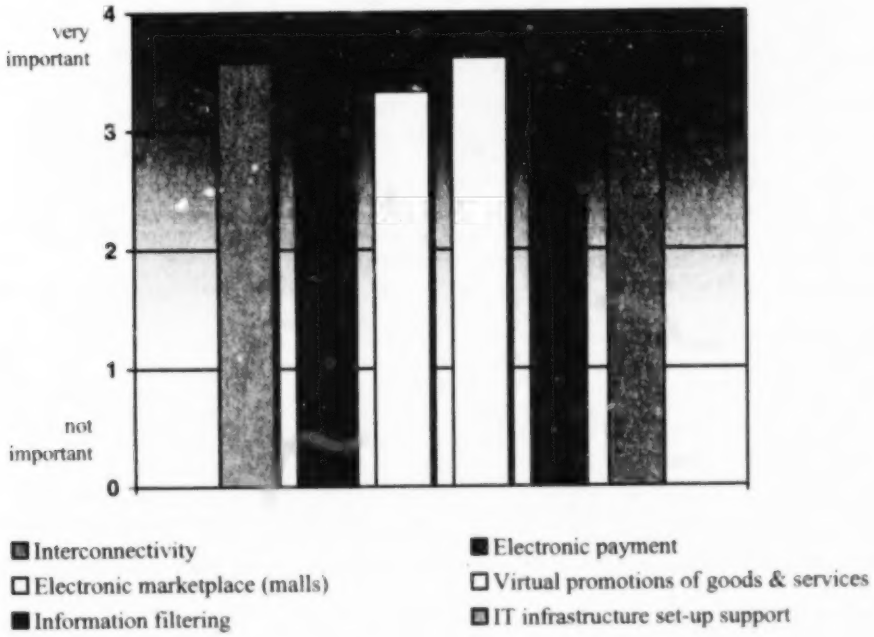
Figure 9: Should Trade Point services be provided for free?



Technological development of the Trade Point Programme

Governments were asked to consider the importance of several technological developments in the context of the Trade Point Programme. Figure 10 demonstrates that the majority of respondents believe that interconnectivity, electronic malls, virtual promotions (e.g. catalogues), electronic payment, technological infrastructure and information filtering should all be accorded a high priority in the future development of the Trade Point Programme.

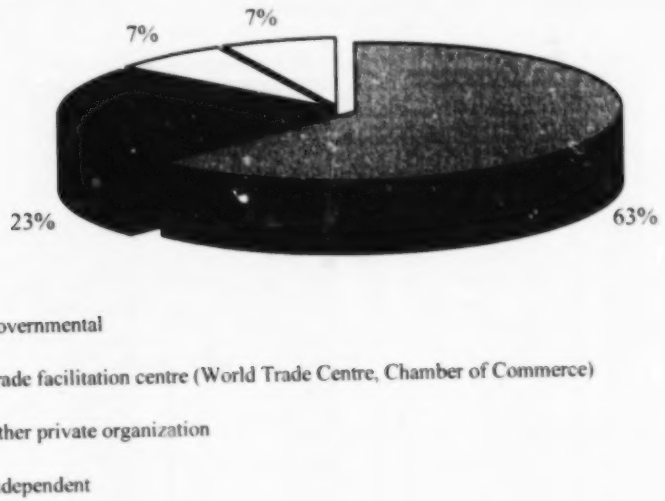
Figure 10: Importance of technology initiatives
Response rate: 24 out of 27 questionnaires (89 per cent)



Institutional connection of Trade Points

As shown in Figure 11, most Trade Points in responding countries are institutionally connected with the government (63 per cent), while a further 23 per cent are part of another trade facilitation organization (e.g. a World Trade Centre or Chamber of Commerce). Only 7 per cent are tied to a private organization and another 7 per cent are institutionally independent.

Figure 11: Institutional connection of Trade Point
Response rate: 14 out of 27 questionnaires (52 per cent)



Support for Trade Point federation

Governments were asked to indicate whether they supported the formation of a regional or worldwide federation of Trade Points. Figure 12 indicates that most Governments would support the formation of federations at the regional and international level (52 per cent), while 15 per cent would prefer an international federation only. A further 11 per cent would prefer only regional federations while 22 per cent do not wish to see the formation of a Trade Point federation.

Figure 12: Support for Trade Point federations
Response rate: 27 out of 27 questionnaires (100 per cent)

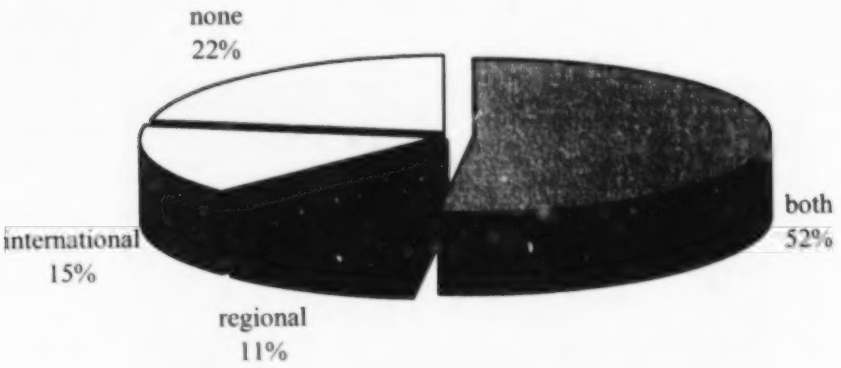


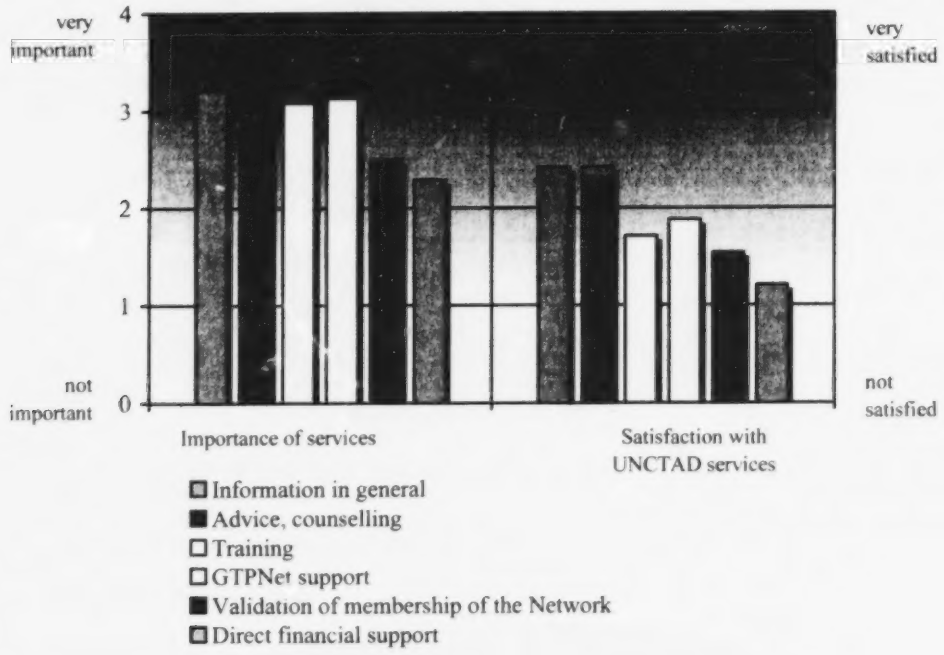
Figure 13 indicates that the majority of responding Governments believe that UNCTAD should remain primarily responsible for Trade Point coordination.

Figure 13: Should UNCTAD remain responsible for Trade Point coordination?
Response rate: 25 out of 27 questionnaires (93 per cent)

Assessment of services provided by the UNCTAD secretariat

Figure 14 summarizes the responding Governments' assessment of both the importance of various services provided by the UNCTAD secretariat and their satisfaction with the services provided. The majority of participants considered information, advice, training and support from the Network to be very important services, with certification of new Trade Points and direct financial support of Trade Points of lesser importance. The respondents, on average, were somewhat satisfied with the information and advisory services provided by the secretariat, but were less satisfied with the training, network support, certification services and particularly financial support provided to Trade Points.

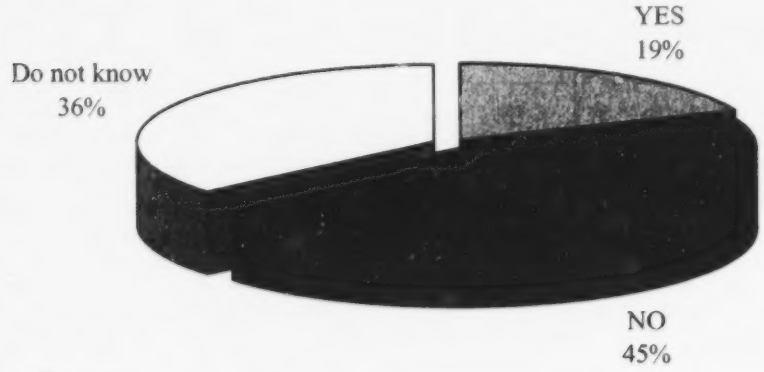
Figure 14: Importance of and satisfaction with the services provided by UNCTAD
Response rate: 27 out of 27 questionnaires (100 per cent)



Protection of Trade Point trademark

Almost half (45 per cent) of the responding Governments indicated, as shown in Figure 15, that the Trade Point "brand name" was not legally protected in their country. Only 19 per cent reported that such protection existed while a further 36 per cent did not know.

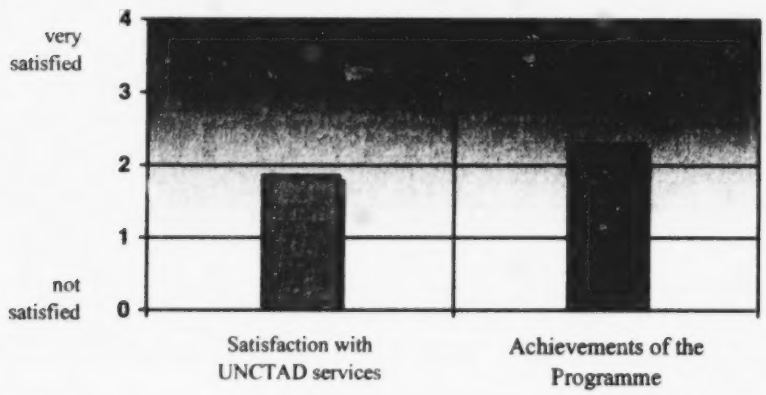
Figure 15: Is Trade Point "brand name" protected locally ?
Responses: 23 out of 27 questionnaires (81 per cent)



Success of the Trade Point Programme

The responding Governments were asked to assess the overall success of the Trade Point Programme in their countries. On average, the Programme was rated as moderately successful, as shown in Figure 16 as compared to a slightly less favourable overall assessment of services provided by the UNCTAD secretariat.

Figure 16: Success of the Trade Point Programme
Response rate: 19 out of 27 questionnaires (73 per cent)



Annex 10

SUMMARY OF DONOR FUNDING FOR TRADE POINT PROGRAMME TECHNICAL ASSISTANCE

Project Title	**Project Number**	**Amount of Grant (US$)**	**Donor Country or Organization**
Trade Efficiency Programme	INT/92/A43	500,000	Switzerland
Support Trade Point Programme and Create GTPN	INT/93/A06	500,000	United States
Networking Support to Sub-Saharan Africa and Central Asia	INT/94/A62	250,000	United States
Establishment of GTPN in Africa	RAF/94/A33	125,000	Netherlands
Participation of Hungary in the Trade Point Programme	HUN/94/003	52,000	UNDP
Support of Trade Point Directors Meeting in Geneva	INT/94/A59	112,000	Switzerland
Setting up GTPN and UNTPDCs	INT/95/A67	1,600,000	Switzerland
Establishment of the GTPN Backbone Connection	INT/95/A63	169,500	Italy
Estudio de Facilidad para la creacion de un Trade Point	PAN/95/029	24,000	UNDP
Participation of Trade Point Directors in UNISTE and World Trade Point Directors Meeting	INT/96/A29	274,070	Switzerland
GTPN Preparatory assistance missions to Bulgaria, Romania and Russia	RER/96/A52	25,000	Switzerland
Establishment of a Trade Point in Bucharest, Romania	ROM/97/A02	160,000	Switzerland
Expanding the GTPN in Arab States	RAB/96/001	440,000	UNDP
Analysis of Legal Issues Related to Trade Points	INT/97/A40	139,000	Netherlands
Establishment of a Trade Point in Sofia, Bulgaria	BUL/98/A02	164,000	Switzerland
Total		**$4,534,570**	

Source: UNCTAD secretariat

Breakdown by donor country/organization

Country/Organization	Amount (US$)	% of Total
Switzerland	2,835,070	62.5%
United States	750,000	16.5%
UNDP	516,000	11.4%
Netherlands	264,000	5.9%
Italy	169,500	3.7%
Total	**$4,534,570**	**100.0%**

Annex 11

LIST OF FIELD MISSIONS CONDUCTED BY THE GENEVA-BASED STAFF OF THE UNCTAD SECRETARIAT CONCERNING THE TRADE POINT PROGRAMME

Year	Country/Territory	Dates
1992	Singapore	December
	Thailand	December
	China	December
	Malaysia	December
	Egypt	20-21 December
1993	Portugal	17-19 April
	China (Shanghai, Beijing)	September
1994	Senegal	6-9 March
	Cape Verde	10-13 March
	Mauritania	14-18 March
	Gabon	19-25 March
	Indonesia	25 March
	Czech Republic (Prague)	6 8 April
	Malaysia	11 April
	Poland (Warsaw)	26-27 May
	Bulgaria (Sofia)	June
	Côte d'Ivoire	20 June
	Sao Tome and Principe	21-26 June
	Gabon	27-28 June
	Brazil (Porto Alegre, Campinas, Brasilia)	6-10 August
	Armenia	4-16 November
	Peru (Lima)	November
	Slovakia (Bratislava)	15-16 December
1995	France (Grenoble)	10-11 January
	Ecuador (Quito)	27-28 March
	Colombia (Cali)	29 -31 March
	Bolivia (Santa Cruz, La Paz)	3-4 April
	Mongolia (Ulan Bator)	1-6 May
	Côte d'Ivoire	12-18 April
	Senegal	19-21 April
	Brazil (Florianopolis)	August
	Mali	23-30 November
	Guinea-Bissau	1-4 December
	Senegal	5-6 December
	Mauritania	7 December
	Palestinian Territory	15-23 December
1996	Jamaica	6-8 January
	Jordan (Amman)	6-111 January
	South Africa	5-12 February
	Mongolia	23 February
	United States of America (Miami)	126 February
	Trinidad and Tobago	27-29 February
	Barbados	1 March
	Guyana	4-5 March
	Jamaica	7-8 March

	Turkey (Istanbul)	1-4 April
	Botswana (Gaborone)	17-21 April
	Namibia (Windhoek)	22-24 April
	Spain (Gandia)	20-23 June
	Côte d'Ivoire	19 June - 4 July
	Burkina Faso	26-28 August
	Côte d'Ivoire	29 August - 2 September
	Romania (Bucharest)	8-12 September
	Bulgaria (Sofia)	30 September - 4 October
	Russian Federation (Moscow, Nizhni Novgorod, Samara, Perm)	22 October - 5 November
	Spain (Madrid)	21-22 October
	Eritrea	29 October - 3 November
	Ethiopia	3-7, 13-14 November
	Uganda	7-13 November
	Brazil	30 November - 7 December
	Peru (Lima)	November
	Morocco	19-20 December
	Armenia	December
1997	Turkey (Ankara-Istanbul)	3-7 March
	Haiti (Port-au-Prince)	3-12 March
	Argentina (Cordoba)	13-15 March
	Lebanon	March
	France (Paris)	15-16 April
	Viet Nam	23 April - 2 May
	Spain (Zaragoza)	12-13 May
	Russian Federation (Moscow, Novosibirsk)	13-17 May
	Slovakia (Poprad)	29 May - 1 June
	Senegal (Dakar)	July
	Zimbabwe (Harare)	13-16 July
	Russian Federation (Moscow, Voronezh)	21-26 September
	Mauritius (Port-Louis)	10-15 October
	Morocco	3-10 November
	Mexico	3-7 November
	Cambodia	5-15 November
	United Arab Amirates(Sharjah)	5-10 December 1997
	Bulgaria (Sofia)	9-10 December
1998	Republic of Moldova (Chisinau)	18-23 January
	Ethiopia	24-26 February
	Sudan (Khartoum)	28 February - 5 March
	Venezuela (Caracas)	1-6 March
	Curacao	7 March
	Poland (Warsaw)	5-7 March
	Romania (Bucharest)	15-17 March
	Czech Republic (Prague)	19-20 March
	Jamaica	26-29 May
	Bulgaria (Sofia)	30 May - 3 June
	Hungary (Budapest)	3-6 June
	Zimbabwe	June

Annex 12

LIST OF TRADE POINTS
(based on the UNCTAD secretariat list)

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Country/ Territory	City	Stage of development	Contact person	Title	TP name	Hosting institution				
Algeria	Algiers	Feasibility	Mr. Remadna Seddik	Directeur General		Office Algérien de Promotion du Commerce Extérieur (PROMEX)	Tel : (213) 2 - 521 485 / 521 126	Fax : (213) 2 - 521 343 / 521 126	E-Mail : manager@market.ome.dz	Homepage :
Angola	Luanda	Government request submitted	Mr. Joaquim Neto			Ministerio do Comercio e Turismo	Tel : (244) 2 338740	Fax : (244) 2 332029	E-Mail :	Homepage :
Argentina	Buenos Aires	Feasibility	Mr. Rolando Moschitta				Tel : (54) 1 382 71 33	Fax : (54) 1 382 13 95	E-Mail : edicom@interactive.com.ar	Homepage :
Argentina	Córdoba	Operational	Dr. Sergio Tortosa		Trade Point Córdoba		Tel : (54) 51 245232	Fax : (54) 51 244270	E-Mail : tpcba@nt.com.ar	Homepage : http://www.unicc.org/untpdc/incubator/arg/tpcor/tpc.htm
Argentina	La Plata	Operational	Dr. Oscar A. Lago		Trade Point La Plata	Zona franca La Plata	Tel : (54) 21 68 0500	Fax : (54) 21 68 0500	E-Mail : cir@tplaplata.com.ar	Homepage : http://www.tplaplata.com.ar
Argentina	Mendoza	Operational	Dr. Jorge Nelson Ripa		Trade Point Mendoza		Tel : (54) 61 484 866	Fax : (54) 61 291 723	E-Mail : tpmendoza@tpmnet.com.ar	Homepage : http://www.tpmnet.com.ar
Argentina	Santa Fe	Operational	Sra. Adelina Pizzarulli		Trade Point Santa Fe		Tel : (54) 42 561 762	Fax : (54) 42 554 240	E-Mail : tpstafe@tpstafe.satlink.net	Homepage : http://www.unicc.org/untpdc/incubator/arg/tpsan
Argentina	Venado Tuerto	Development	Mr. Enrique Caviezel		Trade Point Venado Tuerto		Tel : (54)704 01207	Fax : (54) 462 30283	E-Mail : tpvdotto@waycom.com.ar	Homepage :
Argentina	Vicente López	Feasibility	Mr. Bruno Masier			Centro Internacional de Negocios	Tel : 54 1 796 53 13	Fax : 54 1 796 53 14	E-Mail : gac@interserver.com.ar	Homepage :
Armenia	Yerevan	Operational	Mr. Vahram J. Hakobyan		Trade Point Yerevan		Tel : (374) 3 906840	Fax : (374) 3 906840	E-Mail : vjh@tpa-gw1.amilink.net and vjh@tpa.am	Homepage : http://tpa-gw1.amilink.net and http://www.tpa.am
Australia	Melbourne	Feasibility	Ms. Jacky Marcus			Australian Chamber of Manufactures	Tel : (613) 96 98 4297 / 4111	Fax : (613) 9699 1729	E-Mail : info@tpmel.com.au	Homepage : http://urgento.gse.rmit.EDU.AU/untpdc/incubator/aus/tpmelacm
Australia	Tasmania	Feasibility	Mr. Allan Pawsey			IIS Webnet Pty.Ltd	Tel : 61 3 9525 0922	Fax : 61 3 9525 0933	E-Mail : ap@webnet.com.au	Homepage :
Azerbaijan	Baku	Feasibility	Ms. Vitaliy Izmailov			Business Communication Center	Tel : 994 - 12 - 95 78 32	Fax : 994 - 12 - 93 26 01	E-Mail : office@smeda.baku.az	Homepage : http://bcc.leontief.ru/baku
Bangladesh	Dhaka	Feasibility	Mr. Wasinddin Ahmed			Export Promotion Bureau	Tel : 880-2-956-5254	Fax : 880-2-956-7000/8000	E-Mail :	Homepage :
Belgium	Brussels	Feasibility	Mr. Michel Patteet		Federal Trade Point Brussels	OBCE	Tel : 00 - 322 - 206 37 73	Fax : 00 - 322 - 203 18 12	E-Mail : tradepoint@obcebdbh.be	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Belgium	Namur	Operational	Mr. Robin Stock		Trade Point Namur		Tel : (32) 81 30 92 57	Fax : (32) 81 30 18 23	E-Mail : robin.stock@skynet.be	Homepage : http://www.tradepoint.be
Belize	Belmopan	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Benin	Cotonou	Feasibility	Mr. Mifoutaou Salhoo			Conseil National des Chargeurs du Benin (CNCB)	Tel : (229) 33 41 40 / 33 13 71	Fax : (229) 33 18 49	E-Mail :	Homepage :
Bolivia	Cochabamba	Operational	Mr. Marco A. Becerra		Trade Point Cochabamba	Cámara Departamental de Industria	Tel : (591) 42 57055-56-57-59	Fax : (591) 42 57060	E-Mail : informacion@camind.com	Homepage : http://www.unicc.org/untpdc/incubator/bol/tpcoc
Bolivia	La Paz	Feasibility	Lic. Jose Kuhn			Camara Nacional de Comercio	Tel : (591) 2 378 606 / 350 973	Fax : (591) 2 391 004	E-Mail : cnc@wara.bolnet.bo	Homepage :
Botswana	Gaborone	Development	Mr. Victor K. Sebolao		Trade Point Botswana		Tel : (267) 372 410	Fax : (267) 373 791	E-Mail : TPA@IS.CO.ZA	Homepage :
Brazil	Belo Horizonte	Operational	Ms. Adriane Zaeyen		Trade Point Belo Horizonte	Centro de Comercio Exterior de Belo Horizonte	Tel : (55) 31 217 3380	Fax : (55) 31 217 3383	E-Mail : tradebhz@joinnet.com.br	Homepage : http://www.tradebhz.com.br
Brazil	Brasilia	Operational	Mr. Carlos Alberto Torres		Trade Point Brasilia	Centro Integrado de Atendimento ao Empresario	Tel : (55) 61 325 2424	Fax : (55) 61 325 2426	E-Mail : tpbsb@guarany.unb.br	Homepage : http://www.unb.br/tpbsb
Brazil	Campinas	Operational	Mr. Ulysses Cidade Semeghini		Trade Point Campinas	Aeropuerto Int'l de Viracopos	Tel : (55) 19 725 - 5751/52/53	Fax : (55) 19725 - 5755	E-Mail : tpcampin@na-cp.rnp.br	Homepage : http://www.na-cp.rnp.br/tradepoint
Brazil	Curitiba	Operational	Mr. Afonso Celso K. de Camargo		Trade Point Curitiba		Tel : (55-41) 332-1006	Fax : (55-41) 332-1143	E-Mail : tpcwb@sebraepr.com.br	Homepage : http://www.sebraepr.com.br/tradepoint
Brazil	Florianópolis	Operational	Ms. Silvia Breda		Trade Point Florianópolis	DTCX/FIESC	Tel : (55) 48 234 15 46 / 231 42 63	Fax : (55) 48 234 15 78	E-Mail : tpfln@ctai.rct-sc.br	Homepage : http://www.ctai.rct-sc.br/fiesc/trade.html
Brazil	Fortaleza	Operational	Mr. Eduardo Bezerra Neto		Trade Point Fortaleza		Tel : (55) 85 244 52 39 / 9001 r 125	Fax : (55) 85 261 56 77	E-Mail : tpfort@sfiec.org.br	Homepage : http://www.sfiec.org.br
Brazil	Goiania	Development	Mr. Rodolfo Monteiro		Trade Point Goiania		Tel : (00) - 5562 - 250 23 19	Fax : (00) - 5562 - 250 23 18	E-Mail : tp_gyn@sebraego.com.br	Homepage :
Brazil	Joao Pessoa	Feasibility	Mr. Francisco N. de Almeida				Tel : (00) - 55 - 83 - 244 15 10	Fax : (00) - 55 - 83 - 244 65 05	E-Mail :	Homepage :
Brazil	Manaus	Operational	Mr. José Carlos Reston		Trade Point Manaus		Tel : (00) - 55 - 92 - 624 49 94	Fax : (00) - 55 - 92 - 234 42 21	E-Mail : tpmanaus@ibrati.com.br	Homepage : http://www.ibrati.com.br/trademao
Brazil	Porto Alegre	Operational	Mrs. Virginia Eickhoff Hagg		Trade Point Porto Alegre		Tel : (55) 51 226 62 71	Fax : (55) 51 225 31 54 / 226 82 46	E-Mail : tradepoa@procempa.com.br	Homepage : http://www.prefpoa.com.br/TP_Portoalegre
Brazil	Porto Velho	Feasibility	Mr. Luiz Antonio Hermenegildo da Silva			SEBRAE/RO	Tel : (55) 69 224 13 88 / 224 13 80	Fax : (55) 69 224 33 26	E-Mail : tppvh@ro.sebrae.com.br	Homepage :
Brazil	Salvador - Bahia	Operational	Ms. Irina Santiago Heine		Trade Point Salvador	Edf. Desenbanco	Tel : (55) 71 341 44 11	Fax : (55) 71 341 37 47	E-Mail : tpssa@tpsalvador.com.br	Homepage : http://www.tpsalvador.com.br
Brazil	Sao Paulo	Operational	Mr. Romao Luiz Parolin		Trade Point Sao Paulo		Tel : (55) 11 - 253 64 33	Fax : (55) 11 - 253 19 72	E-Mail : tpsp@tpsaopaulo.com.br	Homepage : http://www.tpsaopaulo.com.br

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Brazil	Vitoria	Operational	Mr. Claudio Monjardin		Trade Point Vitoria	Centro de informacoes e negocios de comercio exterior	Tel : (55) 27 331 5560 / 5540	Fax : (55) 27 223 7450	E-Mail : trade.point@sebraes.com.br	Homepage : http://www.tpvix.com.br
Bulgaria	Sofia	Feasibility	Mr. Slavcho Manolov		Trade Point Sofia	Interpred -WTC-Sofia P.L.C.	Tel : (359) 2 7146 3 473	Fax : (359) 2 971 20 06	E-Mail : tpwtcsof@mail.wtcsofia.bg	Homep e : http://www.wtcsofia.bg
Bulgaria	Varna	Feasibility	Mr. Georgi Petkov		Trade Point Varna	WTC Varna	Tel : +359 52 601 011	Fax : +359 52 600 468	E-Mail :	Homepage :
Burkina Faso	Ouagadougou	Feasibility	M. Sériba Ouattara			ONAC	Tel : (226) 31 13 00	Fax : (226) 31 14 69	E-Mail : tanko@ouaga.orstom.bf a l'att. de M.Ouatara	Homepage :
Cambodia	Phnom Penh	Government request submitted				Ministry of Commerce	Tel :	Fax :	E Mail :	Homepage :
Cameroon	Yaoundé	Development	M. Mohamadou Oumarou				Tel : (237) 22 86 73	Fax : (237) 22 21 20	E-Mail : ctpnet@camnet.cm	Homepage :
Canada	Edmonton	Feasibility	Mr. Gary Rempel			The TransCapital Group	Tel : (1) 403 424 1775	Fax : (1) 403 998 7588	E-Mail : grempel@freenet.edmonton.ab.ca	Homepage :
Canada	Montréal	Feasibility	Ms. Marie Claude Morin			World Trade Center Montréal	Tel : (1) 514 849 1999	Fax : (1) 514 847 8343	E-Mail : wtcmtl@wtc-mtl.com	Homepage : http://www.unicc.org/untpdc/incubator/can/tpmon
Canada	Toronto	Feasibility	Mr. Benjamin Hum			Global Conexxions Inc.	Tel : (1) 416 510 8998	Fax : (1) 416 510 1533	E-Mail : ben@globalcon.com	Homepage :
Cape Verde	Praia	Feasibility	Ms. Filomena Fialho			Direcção Geral do Comércio	Tel : (238) 61 17 53	Fax : (238) 61 38 97	E-Mail :	Homepage :
Chad	N'Djaména	Government request submitted	Mr. Abbas Mahamat Ambadi			Ministère du Commerce et de la promotion industrielle	Tel :	Fax : (235) 21 05 72	E-Mail :	Homepage :
Chile	Santiago	Operational	Sra Alejandra Pérez		Trade Point Santiago	Banco Hipotecario	Tel : 56) 2 679 10 00	Fax : (56) 2 679 13 50	E-Mail : aperez@bhif.cl	Homepage :
China	Beijing	Operational	Ms. Xu Xiao Xi		Trade Point Beijing		Tel : (86) 10 652 48 769	Fax : (86) 10 65250576	E-Mail: xu@tpbjc.gov.cn, zzw@tpbjc.gov.cn and st@tpbjc.gov.cn	Homepage : http://www.tpbjc.go.cn
China	Shanghai	Operational	Mr. Chen Wen-pei		Shanghai Trade Point		Tel : (86) 21 6323 2188	Fax : (86) 21 63232439	E-Mail : tpsfico@public.sta.net.cn	Homepage : http://www.tpsha.gov.cn
China	Weifang	Feasibility	Mr. Fan Mingjun		Weifang Trade Point		Tel : (86) 536 87 98 666	Fax : (86) 536 87 99 999	E-Mail : WFTP@CIET.CN.NET	Homepage :
Colombia	Barranquilla	Operational	Mr. José Ignacio Vengoechea		Trade Point Barranquilla		Tel : (57) 53-351 06 81 / 351 05 37	Fax : (57) 53-41 55 16	E-Mail : cam4@ibm.net	Homepage :
Colombia	Bucaramanga	Operational	Ms. Amanda Gomez		Trade Point Bucaramanga		Tel : (57) 76 421 333 / 520 551	Fax : (57) 76 520 549 / 334 062	E-Mail : comexter@multinet.com.co	Homepage : http://www.camacobu.org.co/com_ext/pricipal.htm

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Colombia	Cali	Operational	Ms. Pilar Lozano		Trade Point Cali		Tel : (57) 2 8861300	Fax : (57) 2 8861357	E-Mail : jcarlos@avan.net / tpcali@avan.net	Homepage :
Colombia	Cartagena	Operational	Ms. Natalia de la Cruz		Trade Point Cartagena	Edificio Aduana Nacional	Tel : (57) 5 660 76 80 / 701 / 702	Fax : (57) 5 660 77 03	E-Mail : tpcartag@ns.axisgate.com	Homepage : http://www.axisgate.com/trade
Colombia	Santa Fé de Bogotá	Operational	Sr. David Barriga		Trade Point Bogotá	Edif. Cámara de Comercio	Tel : (57) 1 28 14 189	Fax : (57) 1 28 42 966	E-Mail : davidba@ccb.org.co	Homepage :
Costa Rica	San José	Feasibility	Mr. Juan Diego Castro			CRECEX	Tel : (506) 253 01 26	Fax : (506) 234 25 57	E-Mail : crecex@so.racsa.co.cr	Homepage :
Côte d'Ivoire	Abidjan	Development	Mr. Albert Dan			Ministère du Commerce	Tel : (225) 21 14 69	Fax : (225) 21 23 34	E-Mail : adan@tpabidjan.go.ci	Homepage : http://www.unicc.org/untpdc/incubator/civ/tpabi
Cuba	Havana	Government request submitted	Ms. Ileana Valmaña			Cámara de Comercio de Cuba	Tel : (53) 7 30 33 56 - 58	Fax : (53) 7 33 30 42	E-Mail : camara@ceniai.inf.cu	Homepage :
Czech Republic	Brno	Feasibility	Mr. Jan Brázda			World Trade Center Brno	Tel : 00420-5-41 15 2996	Fax : 00420-5-41 15 29 29	E-Mail : azafirel@bvv.cz	Homepage :
Czech Republic	Ostrava	Feasibility	Mr. Lubomir Urbánek				Tel : 00420-602-70 55 73 and 00420-69-699 62 11	Fax : 00420-69-699 64 21	E-Mail : pavel@tradepoint.cz, lubos@tradepoint.cz	Homepage : http://www.tradepoint.cz
Djibouti	Djibouti	Government request submitted	Mr. Courtois	Secrétaire Général de la Chambre de Commerce			Tel : (253) 351070	Fax : (253) 354909	E-Mail :	Homepage :
Ecuador	Quito	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Egypt	Cairo	Operational	Eng. Moustafa Said Ahmed		Egyptian International Trade Point (EITP)	Ministry of Economy & Foreign Trade	Tel : (202) 303 3485/8	Fax : (202) 303 3480/3475	E-Mail : itpegypt@frcu.eun.eg	Homepage : http://www.unicc.org/untpdc/incubator/egy/tpcai
El Salvador	San Salvador	Government request submitted	Ms. Blanca Imelda Jaco de Magaña			Dirección de Comercio e Inversión	Tel : (503) 281 1122 Ext. 1217	Fax : (503) 221 3610	E-Mail :	Homepage :
Eritrea	Asmara	Feasibility	Mr. Tesfalem Gherahto		Trade Point Asmara	Ministry of Trade and Industry	Tel : 291 1 11 96 97 / 11 77 ext.214	Fax : 291 1 12 41 75	E-Mail :	Homepage :
Estonia	Tallinn	Feasibility	Mr. Aare Puur			Estonian Trade Council	Tel : 00372-2-45 09 25 and 25 01 47 65 (mobile phone)	Fax : 0372-6314117	E-Mail : etc@tpest.etc.ee	Homepage : http://www.ee/ETC
Ethiopia	Addis Ababa	Development	Mr. Solomon Kebede		Trade Point Addis Ababa	Ministry of Trade and Industry	Tel : 251 1 51 80 25-29	Fax : 251 1 51 42 88	E-Mail : TPAddis@telecom.net.et	Homepage :
Fiji	Suva	Development	Ms. Asenaca Caucau		Trade Point Suva	Fiji Trade and Investment Board (FTIB)	Tel : (679) 313 400	Fax : (679) 303 256	E-Mail : ftibinfo@mailhost.sopac.org.fj	Homepage :
Finland	Helsinki	Feasibility	Mr. Jan Eklund			The Finnish Foreign Trade Association	Tel : (358) 20 46951	Fax : (358) 0 6940 028	E-Mail : kari.raatikainen@exports.finland.fi	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Finland	Tampere	Operational	Mr. Hannu Meskanen		Trade Point Tampere	ETC Ltd	Tel : (3583) 252 45 05	Fax : (3583) 252 41 01	E-Mail : tpfin@tradepoint.fi, hannu.meskanen@infosto.com	Homepage : http://www.tradepoint.fi
France	Bordeaux	Feasibility	Mr. Gilles Guyonnet-Duperat			World Trade Centre Bordeaux	Tel : (33) 5 56 79 50 22	Fax : (33) 5 56 79 06 95	E-Mail : wtc.bx.so@gcl-sa.fr	Homepage :
France	Grenoble	Feasibility	Ms. Odile Arnould			World Trade Centre Grenoble, GREX	Tel : (33) 47628 28 40	Fax : (33) 4 76 28 28 35	E-Mail : grextp@esc-grenoble.fr	Homepage :
France	Le Havre	Development	Mr. Stéphane Chalot		Trade Point Le Havre	CHCI	Tel : (33) 2 35 21 43 41	Fax : (33) 2 35 21 06 81	E-Mail : tp.lehavre@hps-tm.fr	Homepage :
France	Lyon	Feasibility	Mr. Stephan Wibaux			World Trade Center	Tel : (33) 4 72 40 5752	Fax : 33 4 7240 5761	E-Mail : swibaux@wtc-lyon.org	Homepage :
France	Montpellier	Feasibility	Mr. Magnus Hutchins			World Trade Center	Tel : (33) 467 13 6060	Fax : (33) 467 13 6110	E-Mail : wtc@mlrt.fr	Homepage :
Gabon	Libreville	Feasibility	Mr. Luc Pandjo Boumba	Directeur Général du Commerce		Ministère du Commerce	Tel : (24) 1 74 59 25	Fax : (24) 1 76 58 38	E-Mail :	Homepage : http://www.unsce.org/untpdc/incubator/gab/tplib
Gambia	Banjul	Feasibility	Mr. S.M. Mboge			National Investment Promotion Authority	Tel : 220 228 332/ 220 229 221	Fax : 220 229 220	E-Mail :	Homepage :
Georgia	Tbilisi	Feasibility	Mr. Emil Zhgenti	Head of Division		Department of Foreign Trade and Customs policy	Tel : 00995-32-93 10 53	Fax : 00995-32-982 743	E-Mail : tpthilisi@geuniverse.com	Homepage : http://geuniverse.com/tpthilisi
Germany	Rostock	Feasibility	Mr. Ruediger Noll			WTC GmbH	Tel : (49) 381 51 92845	Fax : (49) 381 52255	E-Mail : tprostock@t-online.de	Homepage : http://www.wiwi.uni-rostock.de/~tphro
Ghana	Accra	Feasibility	Mr. Tawia Akyea			Ghana Export Promotion Council	Tel : 0023321 228813	Fax : 0023321 66 82 63	E-Mail :	Homepage :
Guatemala	Guatemala City	Development	Mr. Carlos Paiz		Trade Point Guatemala City		Tel : (502) 3625169 - 70	Fax : (502) 3625171	E-Mail : infotrade@tradepoint.org.gt	Homepage : http://www.tradepoint.org.gt
Guinea-Bissau	Bissau	Feasibility	Mr. Saliu Ba			Ministério do Comércio	Tel : (245) 201769	Fax : (245) 201465	E-Mail : Comercioturismo@sol.gtelecom.gw	Homepage :
Guyana	Georgetown	Government request submitted				Guayana Export Promotion Center	Tel : (592) 2 54681/73423/73394	Fax : (592) 2 63400	E-Mail :	Homepage :
Haiti	Port-au-Prince	Government request submitted	Mr. Frantz Lafontant				Tel : (509) 49 07 01	Fax : (509) 46 43 72	E-Mail :	Homepage :
Honduras	San Pedro Sula	Government request submitted	Mr. Francisco H. Franco	Ger eral Manager		Camara de Comercio	Tel : (504)	Fax : (504) 52 82 89 / 53 37 77	E-Mail : ccsc@simon.intertel.hn	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Hungary	Budapest	Feasibility	Mr. Tamás Sömjen			Ministry of Industry, Trade & Tourism	Tel : 0036-1-311 36 43	Fax : 0036-1-311 68 00	E-Mail : tamas.somjen@ngkm.x400gw.itb.hn	Homepage :
India	New Delhi	Feasibility	Mr. Anil Singh	Executive Director	Trade Point New Dehli	National Center for Trade Information,	Tel : (91) 11 337 15 81 / 337 19 48 /50 /51 /57 /80 /81	Fax : (91) 11 337 19 79	E-Mail : ncti1@x400.nicgw.nic.in or ncti@x400.nicgw.nic.in or ncti2@x400.nicgw.nic.in	Homepage : http://www.nic.in/ncti
Indonesia	Bali	Feasibility	Mr. I. Nyoman				Tel :	Fax :	E-Mail :	Homepage : http://www.unicc.org/untpdc/incubator/idn/tpbal/welcome.html
Indonesia	Bandung	Feasibility	Mr. P. Pietono Hadiwardoyo	Director of the Bandung Industries and Commerce Bico		Indora Media Nueva, Wioma Lippo	Tel : 062-22-314	Fax : 062-22-314	E-Mail : Pietono@pusdata.dprin.go.id / Pietono @bico.co.id	Homepage : http://www.bico.co.id
Indonesia	Jakarta	Operational	Mr. I Gusti Putu Suryawirawan		Trade Point Jakarta	PUSDATA	Tel : (62) 21 5252194	Fax : (62) 21 5261086	E-Mail : putu@pusdata.dprin.go.id	Homepage : http://www.dprin.go.id
Iran, Islamic Republic of	Teheran	Feasibility	Dr. Mohammad Nahavandian		Trade Point Teheran	Deputy Minister of Commerce	Tel : (98) 21/ 936400 + /933 655	Fax : (98) 21 933656	E-Mail : 103115.221@compuserve.com	Homepage :
Ireland	Dublin	Feasibility	Mr. Seamus Bannon			Irish Trade Board	Tel : (353) 1 269 5011	Fax : (353) 1 269 5820	E-Mail : seamus.bannon@irish-trade.ie	Homepage :
Israel	Tel Aviv	Operational	Mr. G. Karny		Trade Point Tel Aviv		Tel : (972) 3 632 02 603 / 632 02 50 / 050 528 984	Fax : (972) 3 632 02 53	E-Mail : tpisrael@tpisrael.org.il	Homepage : http://www.unicc.org/untpdc/incubator/isr/tptel
Italy	Genoa	Feasibility	Mr. Giorgio Spigai			WTC Genoa	Tel : (39) 10 242 3001	Fax : (39) 10 645 6802	E-Mail : alps_ge@tn.village.it	Homepage :
Jamaica	Kingston	Feasibility	Ms. Angela Strachan			JAMPRO	Tel : (001) 809 927190 / 929 9450	Fax : (001) 809 924 9650	E-Mail : research2@toj.com	Homepage : http://www.investjamaica.com
Japan	Osaka	Government request submitted	Mr. Hideto Matsui			WTC Osaka	Tel : 81-6-615 7000	Fax : 81-6-616 4130	E-Mail : mizutani@wtco.osakawtc.or.jp	Homepage :
Japan	Tokyo	Feasibility	Mr. Nobuo Nakaya				Tel : 81-3-3435-5657	Fax : 81-3-3436-4368	E-Mail :	Homepage :
Kazakhstan	Alma Ata	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Kenya	Nairobi	Development	Mr. Stanley Agayi Ogambi		Trade Point Nairobi	KNCCI, Ufanisi House	Tel : (254) 2 220866	Fax : (254) 2 340664	E-Mail :	Homepage : http://www.unicc.org/untpdc/incubator/ken/tpnai
Latvia	Riga	Feasibility	Mr. Juris Cinitis			Latvian Development Agency	Tel : 00371-72 27 654	Fax : 00371-78 20 458	E-Mail : jcinitis@lda.gov.lv	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Lebanon	Beirut	Feasibility	Mr. Ibrahim Tabsh	Project Manager		Trade Information Center ITC	Tel : (961) 1-345 250 + 743 928	Fax : (961) 1-349 459 + 603 006	E-Mail : shalazoun@aub.edu.lb	Homepage :
Lesotho	Maseru	Government request submitted	Mr. David Pitso Damane			Trade Promotion Unit	Tel : (266) 32 21 38	Fax : (266) 31 03 26	E-Mail :	Homepage :
Lithuania	Vilnius	Feasibility	Mr. Andrej Jarmalkovic			Lithuanian Development Agency	Tel : 00370-2-23 52 52	Fax :00370-2-23 36 26	E-Mail : lepa.rtd@post.omnitel.net	Homepage :
Macau	Macau	Government request submitted	Mr. Carlos Queiroz			Instituto de Promocão e do Investimento de Macau	Tel : (853) 340090	Fax : (853) 712659	E-Mail :	Homepage :
Madagascar	Antananarivo	Government request submitted	Mr. Jérôme Simb...s			Direction Générale des Exportations	Tel : (2612) 298 72	Fax : (2612) 312 80	E-Mail :	Homepage :
Malawi	Lilongwe	Government request submitted	Mr. Stanley W. Kaila			Ministry of Commerce and Industry	Tel : 780 244	Fax : 780 680 / 782 183	E-Mail :	Homepage :
Maldives	Male	Feasibility	Mr. Fayyaz Ismail			Maldives Chamber of Commerce and Industry	Tel : 960 - 31 02 35	Fax : 960 - 31 02 33	E-Mail :	Homepage : http://www.unicc.org/untpdc/incubator/mdv/tpmsl
Mali	Bamako	Feasibility	Mr. Ababoucar Diabaté			Chambre de Commerce et d' Industrie	Tel : (223) 225036	Fax : (223) 222120	E-Mail : cnpi@spider.toolnet.org	Homepage :
Malta	San Gwann	Development	Mr. Mark A. Pizzuto			Trade Centre	Tel : (356) 446 186/7-8	Fax : (356) 496 687	E-Mail :	Homepage : http://www.u-net.com/metcowww/tpm/home.html
Mauritania	Nouakchott	Development	Mr. Abdallha Ould Ishaq		Trade Point Nouakchott	Ministère du Commerce, de l'Artisanat et du Tourisme	Tel : (22) 22 53 572	Fax : (22) 22 53 014	E-Mail : cimdet@pactec.org	Homepage : http://www.unicc.org/untpdc/incubator/mrt/tpnou
Mauritius	Port Louis	Feasibility	Mr. N. Boodhoo			Ministry of Foreign Affairs and International Trade	Tel : (230) 201 13 19	Fax : (230) 212 63 68	E-Mail : motas@bow...intnet.mu	Homepage :
Mexico	Mexico City	Operational	Mr. Javier Lagunes		Trade Point Mexico City	Unidad de Transferencia de Tecnologia (UTT)	Tel : (525) 563 3400	Fax : (525) 611 2151	E-Mail : canaci1@ibm.net	Homepage : http://200.23.74.10/tradepo/portada.htm
Moldova, Republic of	Chisinau	Government request submitted	Mrs. Emilia Camarean			Ministry of Economy and Reform	Tel :	Fax :	E-Mail :	Homepage :
Mongolia	Ulaan Baatar	Development	Mr. S Demberel	Director, Market Research Institute	Trade Point Ulaan Baatar	Mongolian Trade and Industry Promotion Group	Tel : 976 32 7472 + 324439	Fax : 976 323597 + 32472	E-Mail : zzeel@magicnet.mn	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Morocco	Casablanca	Operational	Ms. Lhoucine Agouzoul		Trade Point Casablanca	CMPE	Tel : (212.2) 302 210	Fax : (212.2) 301 793	E-Mail : tpcasa@cmpe.org.ma	Homepage : http://cmpe.org.ma
Mozambique	Maputo	Feasibility	Mr. Nicolau Sulolo			Ministério do Comércio	Tel : (258) 1 - 42 69 22 / 42 95 03	Fax : (258) 1 - 42 13 05 / 43 12 06	E-Mail :	Homepage :
Myanmar	Yangon	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Namibia	Windhoek	Government request submitted	Mr. Stanislas Motlatla			Ministry of Trade and Industry	Tel : (264) 61 283 72 86	Fax : (264) 61 253 865	E-Mail :	Homepage :
Nepal	Kathmandu	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Netherlands	Zoetermeer	Development	Mr. Egbert P. Hendriks			Orion Telematica B.V.	Tel : (31) 10 - 24 11 411	Fax : (31) 10 - 24 11 199	E-Mail : ephendriks@knoware.nl	Homepage :
Netherlands Antilles	Curaçao	Operational	Mr. E.J.M. Mendes de Gouveia		Trade Point Curaçao	World Trade Center Building	Tel : (599) 9 636 250	Fax : (599) 9 636 485	E-Mail : info@tpcuracao.com	Homepage : http://www.tpcuracao.com
Nicaragua	Managua	Government request submitted	Mr. Alvaro Porta Balladares	Director del Servicio de Información Comercial		Centro de Exportaciones e Inversiones (CEI)	Tel : (505) 278 30 75	Fax : (505) 278 31 29	E-Mail : alvaro-porta@rocketmail.com	Homepage :
Pakistan	Karachi	Feasibility	Mrs. Talat Waseem	Director		Export Promotion Bureau	Tel : 0092 21 5681448	Fax : 0092 21 5660300	E-Mail :	Homepage :
Palestinian Territory	Ramallah	Feasibility	Ms. Lily Habash	Director of International Economic Relations		Ministry of Economy & Trade	Tel : 574 90 32 + 998 23 70	Fax : 574 90 32 + 050576039	E-Mail :	Homepage :
Panama	Panama City	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Paraguay	Asunción	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Peru	Lima	Feasibility	Ms. Liliana Honario			Cámara de Comercio	Tel : (51) 1 4633434	Fax : (51) 1 4639 813 / 463 3686	E-Mail : tplima@amauta.rcp.net.pe	Homepage :
Philippines	Cebu City	Feasibility	Mr. Efren S. Valiente	President		Cebu City Chamber of Commerce CCCi	Tel :	Fax : 6332-254 5220 /6059	E-Mail : ccci@gsilink.com	Homepage :
Philippines	Manila	Feasibility	Ms. Carmencita Arce			Philippines Chamber of Commerce & Industry	Tel : (63) 2 8310340/ 8338591/8338592/ 8338665	Fax : (63) 2 8338895	E-Mail : pcciintr@mozcom.com	Homepage : http://nntp.dlsu.edu.ph/~pcci/
Poland	Warsaw	Feasibility	Dr. Jolanta Tourel			World Trade Centre	Tel : 00 - 48 - 22 - 656 77 11	Fax : 0048 - 22 - 656 71 33	E-Mail : wtcwaw@polbox.pl	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Portugal	Lisbon	Operational	Ms. Cristina Guimaraes		Trade Point Lisbon	Information & Publications Dept.	Tel : (351) 1 7930103	Fax : (351) 1 7950961	E-Mail : tplisbon@mail.telepac.pt	Homepage :
Republic of Korea	Seoul	Feasibility	Mr. Woo-Won Lee			Global Business Network Team	Tel : (82) 2 551 5072	Fax : (82) 2 551-6702	E-Mail : tpkorea@kotis.net	Homepage : http://www.unicc.org/untpdc/incubator/kor/tpseo
Republic of Korea	Seoul (KOTRA)	Government request submitted	Mr. Haeng Ung Park	Director General		Trade Center	Tel :	Fax : 02 - 551 41 89	E-Mail :	Homepage :
Romania	Bucharest	Feasibility	Ms. Viorela Popescu			Romanian Foreign Trade Centre	Tel : (40) 1337 41 74	Fax : (40)1 311 14 91	E-Mail : gauss@sunu.rnc.ro	Homepage :
Russian Federation	Astrakhan	Government request submitted	Mr. N.N. Chureev	Director		Astrakhan Fund of International Development	Tel : 007-8512-39 09 51	Fax : 007-8512-39 08 44	E-Mail : centre@online.astrakhan.su	Homepage :
Russian Federation	Chelyabinsk	Government request submitted	Mr. Victor V. Valchuk	General Manager		Business Information Center "Mirovaya Pautina"	Tel : 007-3512-65 43 48	Fax : 007-3512-65 43 48	E-Mail : center@surbis.ru	Homepage : http://www.surbis.ru
Russian Federation	Krasnoyarsk	Feasibility	Mr. Victor Gennikhovich Isaev		Siberian Trade Point		Tel : 007-3912-27 89 71	Fax : 007-3912-22 64 47		Homepage :
Russian Federation	Moscow	Operational	Mr. Vladimir Golubkov		Russian National Trade Point		Tel : 007-095-950 96 07 and 951 83 92	Fax : 007-095-950 96 07 and 230 20 18	E-Mail : TP@1.informves.asn.ru	Homepage : http://informves.asn.ru/~tp
Russian Federation	Nizhni Novgorod	Feasibility	Mr. Vladislav Viktorovich Dovbysh			Nizhni Novgorod Information and Analytical Trade Centre	Tel : 007-8312-36 04 64	Fax : 007-8312-36 40 09	E-Mail : tpp@kis.ru	Homepage :
Russian Federation	Novosibirsk	Development	Mr. Dmitri Ivanovich Sviridenko		West-Siberian Inter-regional Trade Point		Tel : 007-3832-35 06 26	Fax : 007-3832-32 42 23	E-Mail : SDI@ns.wstp.nsc.ru	Homepage : http://www.wstp.nsc.ru
Russian Federation	Perm	Feasibility	Mr. Yuri Yurievich Mirolubov			Russian School for Businessmen	Tel : 007-3422-64 58 25	Fax : 007- 3422-64 59 65	E-Mail :tutu@psu.ru	Homepage :
Russian Federation	Saint Petersburg	Feasibility	Mr. Yuri Vladimirovich Ardatov		St. Petersburg Trade Point		Tel : 007-812-316 7498 and 316 35 64	Fax : 007-812-316 77 29	E-Mail : tpspb@frinet.org, yuri@frinet.org	Homepage : http://tpsp.frinet.dux.ru
Russian Federation	Samara	Feasibility	Mr. N.A. Seliverstov			Inter Inform	Tel : 007-8462-78 03 90 and 78 03 88	Fax : 007-8462-78 03 90 and 78 03 88	E-Mail : sna@ii.ru; inter@ii.ru	Homepage :
Russian Federation	Voronezh	Feasibility	Dr. Vasili Petrov			Argonaut - Chernozemie Co.	Tel : 007-0732-55 26 79 and 57 20 03	Fax : 007-0732-52 12 33	E-Mail : root@ns.comch.ru	Homepage :
Sao Tome & Principe	Sao Tome	Feasibility	Mr. A. Menezes Santos	Director of Commerce	Trade Point Sao Tome	Ministry of Commerce	Tel : (239) 12 - 21484	Fax : (239) 12 - 22790	E-Mail :	Homepage :
Senegal	Dakar	Operational	Ms. Aminata Sall		Trade Point Dakar		Tel : (221) 822 13 31	Fax : (221) 821 80 10	E-Mail : tpdakar@sonatel.senet.net	Homepage : http://www.unicc.org/untpdc/incubator/sen/tpdkr

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Singapore	Singapore	Feasibility	Mr. Benjamin Chow		Trade Point Singapore	Business Development, Singapore Network Services	Tel : (65) 7785611	Fax : (65) 7785277	E-Mail : benjamin@sns.com.sg / Lyesum@sns.com.sg	Homepage : http://www.unicc.org/untpdc/incubator/sgp/tpsgp
Slovakia	Bratislava	Feasibility	Dr. Rudolf Pozgay			EDIVAN	Tel : 00 421 - 7 - 572 22 75	Fax : 00 421 - 7 - 572 22 76	E-Mail : pozgay@edivan.et.sk	Homepage :
Slovakia	Poprad	Feasibility	Mr. Július Kubik		Trade Point Tatry	ETC s.r.o.	Tel : (00) 421 - 92 - 724 256; mobil 421 - 905 - 357 425	Fax : (00) 421 - 92 - 724 257	E-Mail :tradepointtatry-sk@ke.telecom.sk	Homepage :
Slovenia	Ljubljana	Feasibility	Mr. Peter Cerar				Tel : (386) 61 1891 800	Fax : (386) 61 1891 801	E-Mail : peter.cerar@tradepoint.si / info@tradepoint.si	Homepage : http://www.tradepoint.si
South Africa	Pretoria	Government request submitted	Mr. Johan Pietersen			Department of Trade and Industry	Tel : (27) 12 310 96 97	Fax : (27) 12 310 96 28	E-Mail : jpieters@dti.pwv.gov.za	Homepage :
Spain	Gandia	Feasibility	Mr. Esteban Menda			Centre Serveis Integrals	Tel : (34) 6 287 47 11	Fax : (34) 6 286 51 03	E-Mail :	Homepage :
Spain	Las Palmas de Gran Canaria	Feasibility	Mr. Augustin Bravo de Laguna			Proexca	Tel : (34) 28 41 14 34	Fax : (34) 28 41 43 04	E-Mail :	Homepage :
Spain	Zaragoza	Development	Mr. Jesus Aman		Trade Point Zaragoza	Instituto Aragones de Fomento	Tel : 34-976 70 21 00	Fax : 34-976 70 21 03	E-Mail : jarnau@iaf.es	Homepage : http://www.iaf.es/tparagon
Sri Lanka	Colombo	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :
Sudan	Khartoum	Government request submitted	Mr. Mohamed Ali Abdalla			Ministry of Foreign Trade	Tel : 00/24/ 911 - 77 69 33	Fax : 00/24/ 911 - 77 63 59	E-Mail :	Homepage :
Sweden	Göteborg	Development	Ms. Elizabeth Bjorklund		Trade Point Göteborg	Western Sweden CCI	Tel : 46 31 83 59 00	Fax : 46 31 83 59 36	E-Mail : liz@west.cci.se	Homepage :
Switzerland	Geneva	Operational	Mr. Philippe L. Doubre		Trade Point Geneva	WTC Geneva/Lausanne	Tel : (41) 22 929 5656	Fax : (41) 22 791 08 85	E-Mail : wtcgv@bluewin.ch	Homepage : http://www.unicc.org/untpdc/incubator/che/tpgva
Switzerland	Lausanne	Feasibility	Mr. Philippe L. Doubre			WTC Geneva/Lausanne	Tel : (41) 22 929 5656	Fax : (41) 22 791 08 85	E-Mail : wtcgv@bluewin.ch	Homepage : http://www.unicc.org/untpdc/incubator/che/tplau
Thailand	Thailand						Tel :	Fax :	E-Mail :	Homepage :
Thailand	Chiangmai	Government request submitted	Mr. Noppol Mongkolsoot	Managing Director		CEN Network TV Chiangmai	Tel : (66) 53 - 40 44 07 - 11	Fax : (66) 53 - 40 44 16	E-Mail . cnc@loginfo.co.th	Homepage :
Togo	Lomé	Government request submitted	Mr. Elom Dadzie			Ministère du Commerce, des Prix et des Transports	Tel : (228)210552	Fax : (228) 210572	E-Mail :	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Trinidad and Tobago	Port of Spain	Feasibility	Dr. Andre - Vincent Henry	Vice - President of Trade and Industry		Tourism and Industrial Development Company of Trinidad and Tobago (TIDCO)	Tel : (1) 809 624 0234 / 868 623 6022	Fax : (1) 809 625 0837	E-Mail : ahenry@tidco.co.tt and kblackman@tidco.co.tt	Homepage :
Tunisia	Tunis	Operational	Ms. Monia Mouaffak		Trade Point Tunis	CFPEX	Tel : (21) 61 335 828	Fax : (21) 61 353683	E-Mail : cepex.pdg@cepex.org.tn	Homepage :
Turkey	Ankara	Feasibility	Mr. Burhan Ongeoglu		Trade Point Ankara	Export Promotion Center (iGEME)	Tel : +90-312-417 22 23	Fax : +90-312-417 22 33	E-Mail : burhan@igeme.org.tr	Homepage : http://www.tpankara.org.tr
Uganda	Kampala	Development	Ms. Catherine Namuwanga		Trade Point Kampala	Uganda Export Promotion Board	Tel : 256-41-230233/230250/236107	Fax : 256-41-259-779	E-Mail : uepc@starcom.co.ug / uepb@vol.co.ug	Homepage : http://www.nic.ug/tradepoint
Ukraine	Kiev	Government request submitted	Mr. Oleg Zagorniak			Ministry for Foreign Economic Relations and Trade	Tel : 0038 - 044 - 212 59 28	Fax : 0038 - 044 - 212 30 28	E-Mail : olegk@nifer.freenet.kiev.ua	Homepage :
United Arab Emirates	Dubai	Government request submitted	Mr. Abdul Raouf Al-Mubarak			Ministry of Economy and Commerce	Tel : 971 (2) 215 455	Fax : 971 (2) 215 339	E-Mail :	Homepage :
United Republic of Tanzania	Dar es Salaam	Feasibility	Mr. Adam Msilaji			Ministries of Industries & Trade	Tel : (255) 51 22775 (6-9)	Fax : (255)51 46 919	E-Mail : betis@intafrica.com	Homepage :
United States	Columbus, Ohio	Operational	Mr. Randall K. Smith		Trade Point USA		Tel : (1) 614 645 1700	Fax : (1) 614 645 1710	E-Mail : rsmith@tpusa.com or info@tpusa.com	Homepage : http://www.i-trade.com:8089/
United States	Detroit/ Windsor	Operational	Ms. Vanessa Danou		Trade Point Detroit		Tel : (1) 313 479 2345	Fax : (1) 313 479 5733	E-Mail : wtrade@juno.com	Homepage :
United States	Los Angeles	Operational	Mr. Paul Hofman		Trade Point Los Angeles		Tel : (1) 310 537 4610 / 213 636 5620	Fax : (1) 310 762 6211	E-Mail : dross@tradepointla.org	Homepage : http://www.tradepointla.org
United States	Minneapolis	Feasibility	Mr. Jane Leonard			MN Office of Technology	Tel : (1) 612 - 297 8306	Fax : (1) 612 - 215 3877	E-Mail : jane.leonard@state.mn.us	Homepage : http://www.mntradepoint.org
United States	New York	Feasibility	Ms. Rona Boyer			On-Line Trade Corp.	Tel : (1) 914 476 7988	Fax : (1) 914 476 8031	E-Mail : BOYRO@aol.com	Homepage :
United States	San Diego	Feasibility	Mr. Nicholas Bastin			World Trade Internet Communications	Tel : (+1) 619 687 7030	Fax : (+1) 619 687 7039	E-Mail : clatko@wtic.net	Homepage : http://www.tpsd.net
United States	Tampa, Florida	Operational	Ms. Debera L. Edwards		Trade Point Tampa Bay		Tel : (1) 813 932 8206	Fax : (1) 813 932 3359	E-Mail : untp_florida@msn.com	Homepage : http://www.tradepointflorida.net
Uruguay	Montevideo	Operational	Ms. Laura Palma		Trade Point Montevideo		Tel : (598) 2 96 31 85	Fax : (598) 2 96 48 12	E-Mail : tpmonte@adinet.com.uy	Homepage : http://www.unicc.org/untpdc/incubator/ury/tpmon
Uzbekistan	Tashkent	Government request submitted					Tel :	Fax :	E-Mail :	Homepage :

TRADE POINT PROGRAMME SURVEY 1998: based on the UNCTAD secretariat list of Trade Points

Venezuela	Guayana	Government request submitted	Ms. Elba Vicentelli de Mayo			Corporaci n Venezuelana de Guayana	Tel : (582) 99 30 363 / 91 34 44 Ext. 217	Fax : (582) 99 38 549	E-Mail :	Homepage :
Venezuela	San Cristobal	Operational	Mr. Sergio Gomez de la Vega		Trade Point San Cristobal	Edif. Primo Centro Piso 3	Tel : (58) 76 441683/ 444166	Fax : (58) 76 441683	E-Mail : trade@trade.lat.net	Homepage :
Viet Nam	Hanoi	Feasibility	Mr. Pham Ngoc Thuy	Acting Director		Vietnam Trade Information Center	Tel : 84-4-8250713	Fax : 84-4-8263177	E-Mail : le.tien@bdun.unmail.und.net	Homepage :
Viet Nam	Ho Chi Minh City	Feasibility	Mr. Tung Tu Phan	Director		Vietnam Trade Net	Tel : 84-8-8210436	Fax : 84-8-8214698	E-Mail : Phan.t.tung@bdvn.vnmail.vnd.net	Homepage :
Zambia	Lusaka	Feasibility	Mr. Johnson Mwenya			Third Floor, State Lottery Building	Tel : (260) 1 228106/7	Fax : (260) 1 222509	E-Mail : ebzint@zamnet.zm	Homepage : http://www.unicc.org/untpdc/incubator/africahp/zmb.htm
Zimbabwe	Harare	Operational	Ms. Ma-Lord Makaya		Trade Point Harare	ZimTrade	Tel : (263) 4732 974/5-7 (263) 708 590	Fax : (263) 4 723 933 / 706 930	E-Mail : tpharare@zimtrade.co.zw	Homepage : http://www.unicc.org/untpdc/incubator/zwe/tphar